

# The Circus Space

Powerhouse of Britain's Contemporary Circus

## CANCELLATION & POSTPONEMENT POLICIES FOR THE ADULT PROGRAMME

### REFUND & ATTENDANCE POLICY FOR COURSES

**Applies to:** ADULT PROG: *Circus Art Courses, Fly, Static, Clown, Corde Lisse, Skill Specific Acrobatic Courses and Term-Break Intensive courses.*

#### **Cancellations:**

All course fees are non-refundable unless they are cancelled by us or if you are unable to continue due to illness / injury and have a doctors note. The refund shall be pro-rata for the unused part of the course, less a £20 administration fee, unless we cancel the course. Bookings for courses cannot be postponed or moved to another date.

#### **Attendance:**

Students signing up for the courses at The Circus Space are expected to attend a minimum of 80% of their classes within each set course. Where students fail to meet this commitment they may not be allowed to rebook on to the next course.

### REFUND & POSTPONEMENT POLICY FOR WORKSHOPS

**Applies to:** ADULT PROG: *Introduction to Circus & Western Skill Workshops*

#### **Cancellations:**

All workshop fees are non-refundable unless the workshop is cancelled by us or if you are unable to attend the workshop due to illness / injury and have a doctors note. All refunds are subject to a £20 administration fee for each course / space booked, unless we cancel the course.

#### **Postponement:**

When 10 or above working days notice is given, for a £10 administration fee (per individual place booked) we can move your booking to another date. (If less than 10-working days notice is given the above cancellation policies apply)

### REFUND POLICY FOR VOUCHERS

**Applies to:** ADULT PROG: Introduction to Circus / Western Skill Vouchers

#### **Cancellations:**

Vouchers are non-refundable, unless returned within 15 working days from the date of purchase, minus a £20 administration fee.

#### **Extensions:**

For a fee of £20 we can extend the life of a voucher for a further six-months from the original expiry date. Vouchers must be posted to us to obtain a new voucher.

#### **Replacements:**

If you lose your voucher you can obtain a replacement voucher for a fee of £10.

### ACROBATIC CARNETS & INDUCTIONS

**Applies to:** ADULT PROG: Acrobatic Carnet & Acrobatic Induction bookings (Also see above)

#### **Cancellations:**

All carnet fees are non-refundable unless you are unable to continue learning at TCS due to illness / injury and have a doctors note. The refund shall be pro-rata for the unused part of the carnet, less a £20 administration fee. (This applies to carnets only, not individual class bookings)

48-hours notice must be given if students wish to cancel or postpone an acrobatic carnet or induction booking to an alternative date. Acrobatic carnets that are about to expire can be extended for a further 3-months for a £10 administration fee. This only applies to carnets that have yet to expire.

If a student falls ill within class they will not be able to postpone their booking to another date. For Students who obtain an injury during a class see cancellation policy on carnets, relating to doctor's notes.