

Refund Policy 2026

Summary

The International British Theatre School Ltd (IBTS) is committed to providing high-quality educational and performance experiences while maintaining fairness and transparency in all financial transactions.

This Refund Policy outlines when and how refunds may be issued for bookings, courses, tickets, or programmes run by IBTS.

1. General Policy

IBTS handles all refund requests fairly and promptly.

Refunds will be considered only when the request is made in writing to info@britishtheatreschool.com within the applicable timeframe.

All refund decisions are made in accordance with the UK Consumer Rights Act 2015, Distance Selling Regulations, and IBTS's contractual terms of service.

2. Refund Eligibility

Timeframe Before Event Start Date	Refund Entitlement
21 days or more	100% refund
Less than 21 days	25% refund
After event start or no attendance	No refund (except in verified emergency or company cancellation)

3. Emergencies and Special Circumstances

If a participant cannot attend due to a verified emergency (e.g. serious illness, family emergency, travel disruption), IBTS may consider a partial or full refund at the discretion of management.

Official documentation (e.g. doctor's note, airline cancellation notice) may be requested to support the claim.

4. Company Cancellations

In the unlikely event that IBTS cancels an event, camp, or programme:

- Participants will receive a full refund, or
- May transfer their booking to a future date or alternative IBTS programme.

Where cancellation results from force majeure (e.g. severe weather, pandemic restrictions, government actions), IBTS will act fairly but cannot guarantee full refunds where non-recoverable costs have already been incurred.

5. Refund Process

- All refund requests must be made in writing to info@britishtheatreschool.com.
 - Approved refunds will be processed within 14 working days.
 - Refunds will be issued via the original payment method.
 - IBTS is not responsible for external transaction fees or currency exchange charges applied by banks or payment platforms.
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6. Non-Refundable Items

- Registration or application fees (where stated).

- Merchandise, costumes, or materials already issued.
 - Late collection charges or optional add-on services once provided.
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7. Consumer Rights

This policy does not affect your statutory rights under the Consumer Rights Act 2015 or any applicable consumer protection laws for online or distance purchases.

8. Contact

International British Theatre School Ltd

 Email: info@britishtheatreschool.com

 Phone: +44 7707 360192

Reviewed: 15 November 2025

Next Review Due: 15 November 2026

Policy Owner: Ben Whiteside, Director

International British Theatre School Ltd