

IBTS - Online School User Agreement and Auto-Debit Subscription Terms

Welcome to International British Theatre School LTD. This User Agreement ("Agreement") outlines the terms and conditions for your subscription to our online classes and courses. By enrolling in a subscription and enabling recurring payments (including Alipay Auto-Debit), you agree to the terms below.

1. Company Information

- **Company Name:** International British Theatre School LTD
 - **Registered Address:** International House, 61 Mosley Street, Manchester M2 3HZ, United Kingdom
 - **Contact Email:** info@britishtheatreschool.com
 - **Contact Phone:** +44 (0) 161 515 3672
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2. Subscription Pricing and Auto-Debit Terms We offer recurring weekly subscriptions for our educational services. By enabling auto-debit, you authorize International British Theatre School LTD to automatically charge your payment method (including your Alipay account) every 7 days.

Your billing cycle begins on the date and time you select for your billing to start. Our current subscription tiers are:

- **Group Classes:** £16.50 – £24.50 per week (billed every 7 days).
 - **1-on-1 Classes:** £39.00 – £59.00 per week (billed every 7 days).
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3. Free Trials and Promotional Offers We want you to experience our classes with confidence. We offer the following introductory promotions:

- **Group Classes (7-Day Free Trial):** Users enrolling in Group Classes may be eligible for a 7-day free trial. You will not be charged during this 7-day period. **Important:** Unless you cancel at least 24 hours before the end of your 7-day trial, your payment method will automatically be charged the standard weekly rate (£16.50 – £24.50) for the upcoming week.
 - **1-on-1 Classes (50% Off First Week):** There is no free trial for 1-on-1 classes. However, users receive a 50% discount on their first week. After the first 7 days, your subscription will automatically renew at the standard weekly rate (£39.00 – £59.00) unless canceled.
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4. Cancellation Policy You may cancel your subscription at any time. To avoid being charged for the next 7-day billing cycle, you must submit your cancellation request at least **24 hours before your renewal date**.

How to Cancel: You can cancel your subscription easily through either of the following methods:

1. **Online Dashboard:** Log into your account on our website, navigate to **My Subscriptions**, and click **Cancel Subscription**.
2. **Customer Support:** Email our support team directly at info@britishtheatreschool.com with your cancellation request.

Post-Cancellation Access: Please note that if you cancel your subscription mid-week, your access to the course materials and classes will be revoked immediately. You will not retain access until the end of the current billing period.

5. Refund and Dispute Policy

- **Standard Subscription Refunds:** As a general rule, ongoing subscription charges are non-refundable once processed. We operate on a "cancel anytime" basis for future charges.
 - **Pre-Class Cancellation Refund:** If you cancel your subscription at least 24 hours prior to a scheduled class, you are eligible for a full refund for that specific charge.
 - **Unauthorized Charges and Fraud:** We take the security of your payment accounts seriously. If you believe your account has been compromised or subjected to an Account Takeover (ATO) resulting in unauthorized auto-debit charges, please contact our support team immediately. We will thoroughly investigate the dispute and fully reimburse any charges proven to be fraudulent or unauthorized.
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Declaration of Consent By proceeding with your purchase and enabling the auto-debit function at checkout, you acknowledge that you have read, understood, and agreed to this User Agreement, and explicitly consent to the recurring billing terms, free trial conversion terms, and cancellation policies outlined above.