

Theatrix UK

Cancellation & Refund Policy

Effective from: September 2026



Date Adopted: 23rd August 2026 **Date of last review:** 23rd August 2026

To be reviewed on/before: 23rd August 2027

At Theatrix UK, we carefully plan our classes, workshops, events and productions based on the number of children booked to attend. Staffing, venue hire, resources, licences, costumes and other costs are often committed in advance. For this reason, the following cancellation and refund policy applies.

Weekly Classes

If you wish to cancel your child's place in a regular Theatrix class, we require **one full calendar month's written notice**.

Fees remain payable throughout the notice period, whether or not your child attends.

Once notice has been given, any payments already due during the notice period remain payable. **Missed Classes**

Unfortunately, we are unable to offer refunds or credits for classes missed due to:

- Illness
- Holidays
- Family commitments
- School events
- Other activities or personal circumstances

Your child's place and the associated staffing and venue costs remain in place regardless of attendance.

Where possible, Theatrix may offer an alternative class or catch-up opportunity, but this is entirely at our discretion and cannot be guaranteed.

Workshops & Holiday Clubs

Workshop and holiday club bookings are secured once payment, or the required deposit, has been received.

Deposits are **non-refundable and non-transferable**.

If you cancel:

- **More than 14 days before the event:** any amount paid above the non-refundable deposit may be refunded or transferred to another eligible Theatrix activity, at our discretion.
- **Within 14 days of the event:** no refund or credit will normally be offered.
- **Non-attendance on the day:** no refund, credit or transfer will be available.

Where a workshop has been booked at a special, discounted or promotional rate, the booking is nonrefundable unless otherwise stated.

Shows, Performances & Events

Fees relating to productions, performances, costumes, tickets, merchandise, external events or special projects may be non-refundable once orders, licences or arrangements have been confirmed.

Any specific payment and cancellation terms will be communicated when booking.

Cancellation by Theatrix UK

If Theatrix UK has to cancel a class, workshop or event and we are unable to provide a suitable alternative or rescheduled session, parents will normally be offered a credit or refund for the affected activity.

Where cancellation is caused by circumstances outside our reasonable control, including severe weather, venue closure, emergencies or other exceptional circumstances, we will communicate the available options to families as soon as possible.

Exceptional Circumstances

We understand that unexpected situations happen. Exceptional circumstances may be considered individually by Theatrix UK management.

Any refund, credit or transfer offered outside this policy is at the discretion of Theatrix UK and does not create an entitlement for future cancellations.

Giving Notice

Cancellation of a regular class or activity must be made **in writing** to Theatrix UK.

Telling a teacher verbally that your child will no longer be attending does not constitute formal notice.

By booking and paying for a Theatrix UK class, workshop, event or activity, parents/carers confirm that they have read and accepted this Cancellation & Refund Policy.