



Membership subscription refund policy

Refund policy

The refund policy complies with the EU Distance Selling Directive (2000) and is part of UK law under the Consumer Protection Regulations (2000) that relate to distance selling. The law came into force in the year 2000 and applies to all UK based transactions where the consumer doesn't meet the vendor. These regulations do not govern contracts between businesses.

Consumer rights

If you pay for a membership subscription to the Royal Academy of Dance London¹, you have in accordance with the above law, a 7 day cooling off period during which you have the right to cancel your subscription and receive a refund. You don't need to give a reason to cancel your subscription. If you do decide to cancel within the 7 days, we will refund your payment within 30 days of your cancellation.

Refund conditions

Access to the RAD website is governed by a unique username and password. The username and password is part of a system which protects the security of the member's information and payments areas for membership renewal and will be de-activated if membership is cancelled.

No refund will be given if the RAD has reason to believe that an individual has benefited from being an RAD member by having access to member information, obtaining member discounts, registering for courses and programmes, receiving emails or publications.

RAD reserves the right to charge a handling fee (10% of the original fee).

How to cancel within 7 days of purchase

Should you wish to cancel your subscription within the 7 day cooling off period, please e-mail us membership@rad.org.uk or write to us at Membership, Royal Academy of Dance, 36 Battersea Square, London SW11 3RA, United Kingdom.

Refunds following cancellation

If you do cancel your subscription within the 7 day cooling off period then we will refund your payment. If you paid by credit or debit card through our website, your refund will be made directly to your credit or debit card within 30 days of your cancellation. If you paid by any other means then your refund will be made by cheque, this will be posted to you within 30 days of your cancellation.

If you cancel your purchase after the 7 day cooling off period then we will not refund your payment as it is considered that the individual will have benefited from being an RAD member by having access to member information, obtaining member discounts, registering for courses and programmes, receiving emails and publications.

¹ Please note that separate refund policies apply for membership subscriptions purchased from the Royal Academy of Dance offices in Australia, Canada, New Zealand, South Africa and the United States of America.