

## SHORT COURSES TERMS AND CONDITIONS

### 1. ABOUT SHORT COURSES AT THE ROYAL ACADEMY OF MUSIC

1.1 Short courses at the Royal Academy of Music (Academy) are for adults and young people and take place either in-person at an Academy venue or online. They provide opportunities to learn from the Academy's experienced tutors and meet other musicians. Short courses and workshops form part of the Academy's provision of pre-Higher Education activities and events and are administered by the Research and Knowledge Exchange office. Completion of one of our short courses or workshops does not result in a formal qualification or certification. For further information and to get in touch, please email [shortcourses@ram.ac.uk](mailto:shortcourses@ram.ac.uk) (office hours are Monday-Friday 9.30am-5:00pm).

### 2. INFORMATION ABOUT YOUR BOOKING

2.1 When you book a place on one of our short courses or public workshops you will enter a contract with the Academy at the point of confirmation. The contract will terminate at the completion of the course or in the event of a cancellation or refund (see below).

2.3 Payment of course fees should be made in full via the Academy website at the point of booking. Payment should be made in GBP, and the Academy is not responsible for any exchange rate fees if paying in another currency.

2.4 All information provided at the point of booking should be correct. The Academy reserves the right to cancel a booking if information provided is found to be false.

2.5 Participants are required to take note of eligibility requirements or recommended levels of experience when booking an Academy short course or workshop.

2.6 Participants are required to adhere to the age requirements when booking a place on an Academy short course or workshop.

2.7 It is the responsibility of participants to comply with visa requirements for in-person study in the UK (in the case of non-UK citizens or EU nationals without UK settled or pre-settled status). This does not apply to our online short courses.

2.8 Classes and workshops cannot be re-scheduled on an individual basis for participants in the event of absence.

## 3. REFUNDS AND CANCELLATION

By purchasing your ticket(s) you agree to the following terms and conditions of sale:

- 3.1 You may cancel your place and receive a full refund within 14 days of the booking confirmation (in accordance with the Consumer Rights Act 2015). However, if the booking is made less than 14 days prior to the start date of the course, a refund is not possible.
- 3.2 After 14 days of purchase, places are non-refundable, unless the course or event is cancelled by the Academy (see below). Please check your booking confirmation carefully as soon as you receive it as mistakes cannot always be rectified.
- 3.3 Refunds will not be made for non-attendance at all or part of a short course or workshop.
- 3.3 In the event that a participant needs to withdraw from a short course for medical reasons, a partial refund or credit note may be approved. In such cases a medical certificate may be requested.
- 3.4 Reselling of tickets for an Academy short course or workshop is strictly prohibited. Tickets sold via third parties and other unauthorised outlets, including online auction sites, are not valid for admission.
- 3.5 Short course and workshop fees may be subject to change. The Academy reserves the right to change the price of fees and/or introduce discounts/special offers which cannot be retrospectively applied to places already booked.
- 3.5 If the course or event has to be interrupted or abandoned no money will be refunded if more than half of the event has taken place.
- 3.6 The Royal Academy of Music reserves the right to alter or cancel a course or workshop for all participants in the event of low enrolment numbers (below the minimum threshold); tutor availability; extreme weather; public health or security incidents. In the event of a course cancellation a refund will be provided.
- 3.7 The Academy reserves the right to prohibit a participant from booking or attending a short course or workshop in the following circumstances:
  - Late or non-payment of course fees
  - Failure to provide the minimum relevant information required for participation in a course or workshop
  - A significant breach of the Academy's short courses code of conduct (in person or online), including bullying, harassment or sexual misconduct.

If a participant is prohibited from attending a course for any of the above reasons, a refund will not be provided and enrolment on future courses may be affected.

## 4. DATA PROTECTION AND PRIVACY POLICIES

4.1 We process your personal data in accordance with the provisions of the Data Protection Act 2018 and UK General Data Protection Regulation (GDPR). Please see [www.ram.ac.uk/privacy](http://www.ram.ac.uk/privacy) for more information.

4.2 For the purposes of Academy short courses and workshops, we may collect feedback from participants (and from parents/guardians in the case of under-18 courses) which will be used to improve our services. This data will only be accessed by authorised Academy staff and will not be shared with any third-party organisations.

## 6. CODE OF CONDUCT AND SAFEGUARDING

6.1 The Academy is committed to maintaining a safe and welcoming environment for all staff and visitors. The Academy is committed to meeting its duty to safeguarding responsibility under relevant legislation and guidance, in particular for children (under 18s) it comes into contact with through activities and events within and linked to the Academy environment. For further information please refer to the Academy's [Safeguarding Policy](#).

6.2 Participants enrolled on Academy short courses and workshops are expected to treat staff and students with respect and behave responsibly and appropriately for an educational environment. For further information, please consult our Short Courses Code of Conduct (in person) and Short Courses Code of Conduct (online).