

The Edge Refunds Policy

The Edge Operations is responsible for the Box Office, Front of House and Gallery operations and therefore coordinates any refunds/credit notes due to class/tuition/show cancellations.

The following policies have been agreed to provide a fair and clear guideline as to the procedure of refunds.

Workshops and classes

Please see the workshops and classes cancellation policy for full details.

If for any reason The Edge Arts has to cancel a course and no alternative course is acceptable or available we will fully refund all fees paid.

If you wish to cancel this agreement/your booking you may do so within 14 days of the booking date, (this is the date on which we receive your payment/deposit) by notifying us in writing of your wish to cancel. If you cancel within the 14 day cancellation period you will be entitled to a full refund of your deposit/payment, (unless the course has started within this period – in which case you will be entitled to a pro rata refund to take into account that part of the course that has already taken place).

If you cancel this agreement/your booking outside of the 14 day cancellation period you will not be given a refund (other than in exceptional circumstances) unless the following applies to you:

- (i) If you are currently registered at the University as an undergraduate or postgraduate student and you cancel your classes on or before the working day immediately following the second scheduled class, you may be permitted to either transfer to an alternative course/class (subject to availability) or receive a 50% refund of the class fees paid;
- (ii) If you have booked on a music tuition scheme and cancel your booking on or before the working day immediately following the second scheduled class, you will receive a 50% refund of the fees paid.

University of Bath students: The option of either transferring to an alternative course or receiving a 50% refund will be given to students wishing not to continue with a course. This is only available up to and including the next working day following the second class. No refunds will be given after this unless in exceptional circumstances.

Staff and members of the public: Other than in exceptional circumstances The Edge Arts will not refund fees to anyone who voluntarily withdraws from a course.

Student Music Tuition Scheme

A 50% refund will be given to students wishing not to continue with lessons, up to and including the next working day following the second lesson. No refunds will be given after this other than in exceptional circumstances.

In the unlikely event your tutor does not wish to continue giving you lessons, The Edge Arts will try to allocate you another tutor or issue a refund for the remaining lessons not taken.

If The Edge Arts has to cancel a lesson due to tutor illness or unavailability, an additional session will usually be organised. In the event this isn't possible, a refund will be given for that session. The Edge Arts reserves the right to substitute class tutors as necessary.

One-off Workshops

If The Edge Arts has to cancel a class for any reason, you will be given a full refund. Otherwise, fees for one-off workshops are non-refundable except in exceptional circumstances.

Performances

Tickets to performances are non-refundable. However, if at least five working days notice is given, tickets can be exchanged at the Box Office for a future performance or a credit note valid for twelve months, up to the same ticket value. We will not give monetary refunds if the cost of the exchanged event is less in value.

In the unlikely event that The Edge Arts has to cancel a performance, you will be given a full refund. In the event of a sell-out performance, the Box Office may use their discretion to sell on any returns.

Symposia and Conferences

In the unlikely event that The Edge Arts has to cancel an event, you will be given a full refund.

Otherwise, the following cancellation policy applies to delegates of The Edge Arts Symposia and Conferences:

- Cancellation up to 8 weeks beforehand: Full refund
- Cancellation up to 4 weeks beforehand: 50% refund
- Cancellation less than 4 weeks beforehand: No refunds except in exceptional circumstances

A substitute delegate is acceptable but you must ensure that you notify The Edge Arts of any changes no later than two working days prior to the Symposium or Conference.