



Montage Theatre Arts Booking Policy

Course Bookings

Montage Theatre Arts (MTA) does not provide drop-in classes for children and young people on all term time courses. All courses must be booked in advance through office@montagetheatre.com before beginning of term.

New students may join courses during the term subject to availability and authorisation of the MTA management team.

If there are no spaces on a requested course when booking then MTA will aim to provide an alternative option where possible.

Waiting List

Members on the waiting list will be contacted in order of the list. If members are unavailable no message will be left. The next member will be contacted and the first to make contact will receive the place.

Priority Booking

A priority booking period for current students will take place for two weeks before general booking opens. Those wishing to continue should register during the priority booking period to secure their places in the next term's courses. If any current students have not registered during this time, one attempt to make contact will be made to determine whether the student is continuing before offering the place to someone else.

Placement Priority on Courses

- Current Students continuing in same course
- Current students changing courses and additional courses
- Siblings of current students
- Waiting lists of new students

Where possible MTA will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

Payments

Full payment must be received in advance to confirm a place.

For all current students, courses must be registered in advance. Payment can be made up until the last day of the previous term to guarantee the place. If payment for registered places is not received by this time and the MTA office hasn't been contacted in advance, then the place will be offered to another student using the priority listed above.

It is MTA's aim to offer a fixed number of concessionary places per term, subject to availability. All concessionary places must be paid for in advance of the course to confirm your place.

Non-payments

Failure to make payment before term starts may result in no place being available. If this happens MTA will make every attempt to offer an alternative course or arrangement. If this is not possible then your name will be added to a waiting list.

Cancellation

If a booking is cancelled before the start of term a minimum of a week's notice should be given.

Occasionally some courses may be cancelled due to circumstances beyond MTA's control. The administration team will endeavour to contact paid customers and will either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given.

MTA reserves the right to cancel a course if there are fewer than seven participants on a course and the above efforts will be made to place a student in an alternative course or offer a pro-rata refund where appropriate.

If a single class does not take place due to circumstances beyond our control, MTA will view this class as postponed and will reschedule.

Refunds

MTA cannot offer a refund if you do not attend courses.

A full refund will be given if the chosen workshop date/course is fully booked on receipt of payment.

The first two classes are considered 'trial' classes. If for any reason the course is not suitable, we must be notified before the third class and a refund for classes not attended will be given. Please note, no refund or reduction will be made after the second class has taken place, whether further classes have been attended or not.

No refund will be given on any holiday programme that MTA delivers if students decide not to return after the first day.

If a payment is made by BACs or PayPal, MTA reserve the right to make a £10 charge (taken from the original payment and consequently refund amount) to cover PayPal charges and administration costs.