ENSEMBLE THEATRE COMPANY
AT THE NEW VIC

REFUND & CANCELLATION POLICY

Program: The Acting Intensive **Dates:** July 20 – July 25, 2026

1) How to Request a Refund/Withdrawal

All refund/withdrawal requests must be submitted in writing to:
Email: education@etcsb.org (preferred), or
Mail: Director of Education, ETC Education, P.O. Box 2307, Santa Barbara, CA 93120
Delivery date controls. Requests are considered received on the date delivered to ETC (email timestamp for emailed requests; date of delivery to ETC for mailed requests).

2) Deadlines

Refund Deadline: Requests must be received **14 calendar days before** the Program Start Date, by **11:59 p.m. PT**.
Program Start Date: July 20, 2026 **Refund Deadline for this program:** July 6, 2026 at 11:59 p.m. PT

3) Fees and What Is/Is Not Refundable

The **$100 deposit per student** is **non-refundable** and is included in the $450 tuition total. No additional fees are refundable.

4) Family-Initiated Cancellations (Before Camp Starts)

If ETC receives a written cancellation request **on or before the Refund Deadline**, ETC will refund **tuition paid minus the $100 non-refundable deposit and $10 processing fee**. Maximum refund: $100 per student

5) Extenuating Circumstances (After the Deadline and/or After Camp Starts)

Refunds requested after the Refund Deadline are considered only in **extenuating circumstances** (e.g., serious illness/injury, medical emergency, death in the immediate family, or comparable family crisis). ETC may request documentation. Requests are reviewed by the **Director of Education**, and ETC will notify the family of the decision **within 5 business days** after receiving the request and any required documentation.

If approved, the refund will be **the greater of**:
Tuition paid minus the $100 deposit (maximum $350), **OR** A **prorated refund for total camp days not attended.**

6) No Refunds for Missed Days (Non-Extenuating Circumstances)

No refunds or credits are provided for missed days due to illness, family vacations, scheduling conflicts, or personal reasons.

7) Dismissal / Non-Payment / Behavior

No refunds will be issued for dismissal or removal due to **non-payment** or **behavior/conduct issues**, as stated in the Code of Conduct, which is included in the camp welcome packet.

8) ETC Cancellations

If ETC cancels the program, ETC will provide a **full refund of all amounts paid** (including the $100 deposit). No additional fees are refundable.

9) Refund Method and Timing

Refunds are issued to the **original payment method only** (credit card or check). No cash refunds.
Approved refunds are processed within **10 business days**.
Refunds will not be issued in installments; any approved refund will be made as a single payment.

10) Transfers / Credits

Instead of a refund, families may choose a **transfer or credit** (subject to availability):

- Credits are valid for **1 year from the date issued.**
- Credits may be applied toward **tuition for ETC education programs only**.
- Credits may be **transferred to another student**.

Processing fees still apply to any transfers/credits (the $100 deposit remains non-refundable).

11) Replacement Students

Families may provide a replacement student to fill a spot **only before** the Program Start Date and subject to ETC approval and completion of required registration materials. Processing fees still apply.

12) Policy Updates

Any changes to this policy will apply only to new registrations made after the change date and will not affect already paid registrations.