



ISTA Terms & Conditions

2023-2024

For events from 1st June 2023 – 31 May 2024

Please note

The following terms and conditions have been put in place to ensure that schools/organisations are aware of the obligations they have when booking and subsequently registering for an ISTA event or experience.

There have been several changes – particularly to the way deposits will work from the previous season – so please read these carefully before booking.

*Should you have any questions or need any further clarity – please email **office@ista.co.uk** or your Event Manager (listed on the event webpage).*

Booking policy

Prior to booking:

- School administrators, business offices and parents (if applicable) must be fully informed of our event terms and conditions prior to committing to an event. It is the responsibility of the teacher in charge of the booking to ensure that the school understands that any ISTA booking is made on behalf of the school, and not the individual teacher.
- Please assess the viability of your ISTA trip. Check travel restrictions, visa requirements, check in with parents, and obtain school approval, before booking.
- Please read these terms and conditions carefully, including the cancellation policy.

Booking face to face festivals

- In order to secure places on an event the relevant booking form must be completed in full and submitted.
- Once submitted, you will receive a non-refundable and non-transferable deposit invoice for 50% of the registration fees for the number of students you have booked.
- Your place at the event will only be confirmed if we receive payment of your deposit within 21 days.
- You will be invoiced for the remaining 50% of registration fees and any applicable surcharges upon completion of the registration form.
- We ask all teachers to regularly update us on student numbers and to reply to any emails regarding numbers in a timely manner. If you increase your numbers you will be invoiced for 50% of the registration fees for the number of students you have added.

Registration

- Final student registration must be completed during the registration window. Registration is open from the moment your booking is made and usually closes 12 weeks prior to the festival. Please see specific event webpages for more accurate closing dates. Once you have registered your students and teachers/chaperones a final balance invoice will be issued.
- Failure to register within the allocated time slot will result in a late registration fee of GBP £200.
- Replacements and/or potential additions to the group after the registration form has been submitted must be communicated directly to the relevant ISTA Event Manager via email and not to the host of the event.

Booking face to face TaPS Perspectives

- In order to secure places on an event the relevant booking form must be completed in full and submitted.
- Once submitted, you will receive a non-refundable and non-transferable deposit invoice. Deposits are charged as follows:
 - 1-5 students – GBP £500
 - 6-10 students – GBP £800
 - 11-15 GBP £1,100
 - 16 or more £1,500
- Your place at the event will only be confirmed if we receive payment of your deposit within 21 days.
- The deposit will be deducted from the final balance invoice upon completion of the registration form.

- We ask all teachers to regularly update us on student numbers and to reply to any emails regarding numbers in a timely manner. If you increase your numbers you will be invoiced for an additional deposit (if necessary).

Registration

- Final student registration must be completed during the registration window. Registration is open from the moment your booking is made and usually closes 6 weeks prior to the TaPS. Please see specific event webpages for more accurate closing dates. Once you have registered your students and teachers/chaperones a final balance invoice will be issued.
- Failure to register within the allocated time slot will result in a late registration fee of GBP £200.
- Replacements and/or potential additions to the group after the registration form has been submitted must be communicated directly to the relevant ISTA Event Manager via email and not to the host of the event.

Booking virtual festivals and TaPS Inspirations

- In order to secure places on an event the relevant booking form must be completed in full and submitted.
- Once submitted you will receive an invoice for the whole amount due.
- Your booking will only be confirmed if we receive payment of your invoice within 21 days.
- We ask all teachers to regularly update us on student numbers and to reply to any emails regarding numbers in a timely manner. If you increase your numbers you will be invoiced for any additional spaces as per the banding. See event webpage.
- If you would like to make changes to your numbers once booked, please inform the ISTA Event Manager via email.

Booking for face to face or virtual IB DP Theatre training, Studios and monthly PD&L workshops

- In order to secure places on an event, the relevant registration form must be completed in full and submitted.
- Once submitted you will receive an invoice for the whole amount due.
- Your place at the event will only be confirmed if we receive payment of your invoice within 21 days.

Booking bespoke events

- You will be invoiced for 50% of the event fees at the time of booking. These are non-refundable or transferable.
- You will be invoiced for the final 50% of the event fees after the event has finished.

For AiRs, Consultancies and Mentoring (including virtual)

- You will be invoiced for all fees once it is confirmed and the artist(s) is in touch with you. Schools are responsible for all other artist(s) costs including flights, accommodation, meals, visas and ground transport etc.

Cancellation policy

If ISTA cancels

- ISTA reserves the right to cancel an event due to insufficient enrolment or force majeure.
- The ISTA Event Manager will advise you of the cancellation by email.
- Deposits and/or registration fees paid will be refunded in full.
- ISTA does not assume financial responsibility for travel expenses, hotel accommodation and any other incidental expenses incurred by participants due to event cancellation. Please ensure your school has adequate insurance.

If the School/Organisation cancels

Face to face festivals

- ISTA will not provide any refunds for any invoices paid.
- Cancellations for individual student registrations received after the final invoice has been raised, including no-shows, will be charged the full registration fee plus all other surcharges already invoiced, unless due to force majeure.

Face to face TaPS Perspectives

- ISTA will not provide any refunds for any invoices paid.
- Schools who cancel their booking with less than 16 weeks to go to the start of the event will be charged a cancellation fee of GBP £500. This is in addition to the withheld deposit (as outlined above) unless due to or force majeure.
- Cancellations for individual student registrations received after the final invoice has been raised, including no-shows, will be charged the full registration fee plus all other surcharges already invoiced, unless due to force majeure.

Virtual festivals, IB DP Theatre training (inc. SSSs), TaPS Inspirations, Studios and PD&L workshops

- The registration fees are non-refundable and non-transferable.

Face to face IB DP Theatre training, Studios and PD&L workshops

- The registration fees are non-refundable and non-transferable.

For AiRs, Consultancies and Mentoring (including virtual)

- Schools who cancel less than twelve weeks but more than six weeks before the start, will be refunded 50% of the total fee.
- Schools who cancel less than six weeks before the start will not receive any refunds.
- If an artist has already paid for flights and any other necessary expenses (e.g. visas), then the school will be required to reimburse the artist in full, unless the artist is able to claim some portion of the payment back from the airline and/or insurance – in which case the school will still be required to reimburse any remaining outstanding portion of payments made.

Insurance

All organisations must ensure they have adequate and robust insurance in place to cover any non-refundable costs including but not limited to, travel, accommodation, meals, tickets and other transport costs etc.