

ClayWorx Studios Policies

Updated November 27, 2024

The following information is provided for all program participants to understand our policies.

Registration and Payment

- All students must register online. You have the option to pay by credit card or select “alternate payment method” followed by “check or cash” to make payment by Zelle, Venmo, Cash or Check.
- When registering you are agreeing to make full payment for that class or workshop. There will be associated fees if you cancel - see below.
- We reserve the right to cancel a class or workshop up to 2 days in advance of the first class or workshop day, due to insufficient enrollment. The enrollment number for each class is different so we may not know until close to the date of starting if we are able to run the class or workshop. We apologize for any inconvenience that may cause. If we cancel a class, you will be offered the option of taking another class or a full refund including all fees.
- Any items returned by the bank will be subject to returned check charges.

Discounts

- If you are enrolled in more than one class during a session you will receive a discount. The highest priced class is at full price, thereafter all other classes for the session are 20% off.

Please contact Clayworxstudios@gmail.com if you are registering for more than one class and need a code to redeem the discount.

Cancellations and Refunds

- Classes and workshops: A full refund will be given, less the registration processing fee, if a student elects to drop a class before the first day of class meeting. After this period, if a student elects to drop a class, tuition and fees will NOT be refunded for any reason except documented medical emergencies. There are no other exceptions to this policy.
 - For payments by credit card, the fee is controlled by our registration software company. It is 8% of the cost of the class/workshop and the \$2.49 credit card processing fee.
 - If you have selected alternate payment method you are still agreeing to make this payment and reserving a spot in a class. If you cancel, you will be billed a \$15 registration fee.
- Students can opt for a gift certificate credit for the full registration in lieu of a refund. No processing fees are charged. Credits are good for one year.
- A full refund will only be given if a class or workshop is cancelled by Clayworx Studios.

Gift Certificates

Gift certificates are non-refundable once purchased and are only redeemable for classes and workshops with online registration. Gift card can be passed on to friends or family. They have a one-year expiration from the date of issue.

Gift certificates may be used to purchase clay.

Attendance

- It is a student's responsibility to attend class. You will not be refunded or credited for missed classes. We do not prorate classes because you are unable to attend.
- Students may attend any other class session to make up missed classes during the same session. To ensure everyone has adequate space to work, we can only allow a certain number of people to make up in the same class at any one time. Email Clayworx Studios and we will find an available space for you to make up the class.

Changes to scheduled classes

- Clayworx is a small business; we reserve the right to close the studio, expectedly or un-expectedly, for various reasons. Reasons may include sickness, weather, private events, repairs and maintenance, or vacation.
- Clayworx reserves the right to replace instructors at our discretion in order to facilitate classes or workshops.
- If the studio experiences a closing due to inclement weather or other factors (power outages, lack of water etc.) students will be notified. Make up classes will be scheduled by the instructor at a time convenient to the majority. You have the opportunity to attend any other class for make up if that is not convenient.

Student Expectations:

- **All participants are expected to dress appropriately for working in the clay studio including closed toed shoes.**
- **Students may bring their own towels if desired.**
- **Students provide their own plastic to cover any unfinished work and face masks when necessary.**
- **All students take care in cleaning up at the end of class including all tools and work surfaces used during class or open studio session.**
- Clayworx does not fire outside work. Only student work made in the studio will be fired at the studio. Work may be carried home for finishing (for example- carving or under glazing.) No work made outside of the studio will be fired.
- ClayWorx Studios will dismiss any student for inappropriate behavior. We reserve the right to refuse service to any students for any reason.
- Instructors reserve the right to remove anyone from the studio for failing to comply with safety requirements. Class registration will not be refunded in the event of dismissal for failing to follow safety rules.

Finished work

• Handmade ceramics are a risky business! There are many things that can go wrong on the journey from a plastic lump of clay to a finished glazed piece of work. We want your projects to succeed and will do our best to get them through unscathed. However, sometimes things are out of our control, Clayworx is not responsible for any undesirable outcomes from any part of the pottery process, including drying, glazing, or firing.

Minimum age

• To register for adult classes any youth must be 16 years of age or older at the time of the class. If a younger youth (12-15 years old) would like to take a class, their parent or guardian must also register and take the class with them.

Guests

• If you wish to bring a guest to a class please email clayworxstudios@gmail.com. Once your guest is approved by the instructor, the guest is required to register online and pay guest fee if they plan to work with clay.