

## ClayWorx Studios Policies

Updated February 29, 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.

### 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.

### **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 can attend any other class session to make up missed classes during the session. Contact Clayworx Studios to find an appropriate date and time for make ups.

### **Changes to scheduled classes**

- Clayworx is a small business; we reserve the right to close the studio, expectedly or unexpectedly, 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 via your instructor. Make up classes will be scheduled by the instructor at a time convenient to the majority. You have the opportunity to attend any other session for a make up class if that is not convenient.

### **Student Behavior**

- 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](mailto:clayworxstudios@gmail.com). We can see if there is space to accommodate the guest in the class and if there is, we can send you a link to register for the class and pay the guest fee if they plan to work with clay.

### **Open Studio Policies**

- As our gift to you we offer current students the opportunity to come practice your craft during "Open Studio". We also welcome students from the previous session to come finish up any of their pieces but not begin any new work.
- We offer 2 Open Studio sessions weekly, 3-hours each. There is no instruction during the sessions. You may sign up for ONE 3 hour Open Studio per 2 week period.
- Please use the online "Sign-Up Genius" to sign up for Open Studio using the same email address you used to register for class.
- In order to provide adequate access to equipment and facilities, we limit Open Studio attendance to 12 students, plus 1 keyholder who is responsible for opening and closing the studio.

- If you sign up for an Open Studio but are unable to attend, **please delete your name from the sign-up ASAP to allow someone else an opportunity**. If you need help doing this, please contact ClayWorx Studios.
- Please budget your time in the studio so you are cleaned up and departing promptly by the end of your 3-hour slot.
- Open Studio is available only to currently enrolled students, Mudpuppies and students from the session immediately prior to the current session to finish up work.
- We cannot accommodate family, friends, or dogs during open studio.
- While we are huge dog lovers, the busy studio just isn't the right place for them during Open Studio. We want to offer a safe and welcoming environment to all students.
- Remember everyone is responsible for cleaning their own workspace/equipment and the common areas (glazing, wedging, plaster bats). Help us keep a clean studio for everyone