

Heyde Center for the Arts

Art Class Cancellation Policy

February 21, 2023

As a 501(c)3 non-profit organization, the Heyde Center for the Arts works hard to offer arts classes that are interesting, diverse and affordable to a wide variety of residents. In addition, the instructors prepare materials and schedule their time around these class offerings. It is important to note that other students in the class organize their schedule around taking the class as well.

In order to make the class feasible, the instructor sets a minimum and maximum number of students for each class. Until this minimum number of students is met, class registrations can be refunded in full without a penalty.

Once the minimum number of students is met, the class is confirmed on the calendar for the other students, the instructor, and at the Heyde Center. Given this commitment of time and resources by office staff, instructors, and other students to holding the class, once the class minimum number is met the Heyde Center for the Arts does not refund registration fees outside of the following exceptions:

- Due to reasons beyond the control of the Heyde Center (e.g., weather, illness of the instructor, unforeseen closure of the building, etc.), the class is canceled. All students will receive a full refund for their registration.
- The student requesting the refund has a compelling reason why they need to cancel their registration, e.g., illness, emergency, etc.
- Another person registers to ensure the class does not fall below the minimum number of students and the request for cancellation is at least 48 hours before a scheduled class.

Once the maximum number of students is met, the class is considered sold out. Once a class is sold out, it is difficult to re-market the class to fill one spot; therefore, the Heyde Center does not offer refunds outside of the following exceptions:

- Due to reasons beyond the control of the Heyde Center (e.g., weather, illness of the instructor, unforeseen closure of the building, etc.), the class is canceled. All students will receive a full refund for their registration.
- The student requesting the refund has a compelling reason why they need to cancel their registration, e.g., illness, emergency, etc.
- Another person registers to keep the class at the maximum number of students.

If a class is sold out, we highly recommend students ask to be placed on a waitlist if they are interested in taking a class. The Heyde Center will call waitlisted students in chronological order when/if a spot becomes available.

If more than the minimum number of students is met (i.e., the registration cancellation does not result in the class falling below the minimum number of students), but the class is not yet sold out, the Heyde Center for the Arts requests that students cancel at least one week before a scheduled class to receive a full refund. Cancellations made less than a week before the class will be charged a 20% cancellation fee. No refunds or credits are available for cancellations made within 24 hours of the class date/time, no-shows or withdrawals after a class begins. Please understand that money has been spent scheduling, preparing, promoting/marketing, and organizing these art classes.