

## Refund & Cancellation Policy

At Art With Heart Studio (AWHS), we understand that plans can change. Our cancellation and refund policy is designed to be fair while ensuring that our programs continue to run smoothly. Please review the following policy before registering for any of our programs or workshops.

### **AFTER SCHOOL PROGRAMS**

*\*Excludes Private Lessons & Summer Camp*

#### ***Cancellations More Than Two Weeks Before Program Start:***

- Cancellations made more than two weeks before the start of the program will receive a refund to the original payment method, minus a 15% administrative and service fee.
- Alternatively, participants may choose to receive a full credit for the amount paid, which can be applied toward any future program or workshop at AWHS

#### ***Cancellations Less Than Two Weeks Before Program Start:***

- Cancellations made less than two weeks before the program start date are not eligible for a refund. A credit may be issued at the discretion of AWHS management, based on the circumstances surrounding the withdrawal from the program.

### **SUMMER CAMP**

#### ***Cancellations Before May 1st:***

- Cancellations made before May 1st will receive a refund to the original payment method, minus a 15% administrative and service fee.
- Alternatively, participants may choose to receive a full credit for the amount paid, which can be applied toward any future program or workshop at AWHS.

#### ***Cancellations After May 1st:***

- Cancellations made after May 1st are not eligible for a refund. Until June 1st, a credit will be issued for the full amount paid, which can be applied toward any future program or workshop at AWHS. After June 1st, credits will be issued at the discretion of AWHS management, based on the circumstances surrounding the withdrawal from the program.

#### ***Switching Weeks***

- Any changes to registered weeks is dependent on availability and timing and any changes will be made at the discretion of AWHS management.

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### **PRIVATE MUSIC LESSONS**

- All Private Music Lessons are subject to our Private Lesson Policies which can be found at the bottom of our Private Music Lessons page on our website.

### **PRIVATE BOOKINGS**

- In the event you need to cancel a private booking, you forfeit your deposit (as indicated in the private booking process).
- Switching dates due to a conflict is at the discretion of our management team.

### **CANCELLATIONS**

#### ***Inclement Weather:***

- If classes are cancelled due to inclement weather, we will do our best to reschedule the class or add a makeup class.
- Our team will provide notice of class cancellation due to inclement weather via email.

#### ***Low Enrolment:***

- In the event that we must cancel a class due to low enrolment, a full refund for the registration amount will be issued.

We appreciate your understanding and cooperation in helping us maintain high-quality programming for all participants. If you have any questions or need further clarification, please contact us.

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