



## Class Withdrawal and Cancellation Policy

### Definitions

- **Cancellation**
- **Refund**
- **Session class**
- **Workshop**
- **Registration fee**
- **Supply fees, Production fees and Deposits**
- **Cancellations**
- **Student illness**

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**Cancellation:** one or more class(es)/lesson(s) or an entire set of class(es)/lesson(s) cancelled by Langley Arts Council for one of the following reasons:

- Enrolment fails to meet or declines below the minimum number determined by the teacher.
- The teacher is unable to teach due to scheduling conflicts or illness.
- Closure of the Langley Arts Council facility due to unforeseen circumstances such as fire, flood, power outage, pandemic, inclement weather or any other circumstances beyond the reasonable control of Langley Arts Council.

**Refund:** the return of class(es)/lesson(s) fees to the student. A refund can be issued by Langley Arts Council, credited back to the credit card used to make the original payment.

**Session Class:** teaching a group of students for a set number of classes (4 or more classes) during the Fall, Winter, Spring or Summer months.

**Workshops:** teaching a group of students for a set number of workshops (1 - 3 days) during the Fall, Winter, Spring or Summer months.

**Registration fee:** All registration fees are payable in full at the time of enrolment and are non-refundable. Registration fees are applied to all enrolment transactions and

cover administrative costs associated with registering customers, enrolling students, payment processing and transaction fees associated with the registration software, managing customer accounts and maintaining studios and equipment (e.g. sound systems, pianos, kilns, studio tables and chairs).

**Supply fees, Production fees and Deposits:** Supplies may be included in the total cost of the program or in addition to the total cost. In some cases, students will be required to purchase their own supplies and will be provided a supply list in advance of the program start date.

**Cancellations:** Langley Arts Council reserves the right to cancel a Session class/Workshop due to insufficient enrolment. Langley Arts Council will notify students/parents at least 48 hours prior to the start of the first scheduled class. If the program requires the student to purchase supplies, please wait until you receive an email confirming that the class has met the minimum number of students needed to run. This will help avoid unnecessary expenditures if the program is cancelled.

If one or more class(es)/lesson(s) is cancelled by Langley Arts Council due to declining enrolment or a facility closure, a full or partial refund of the Langley Arts Council fees will be granted or, in some circumstances, make-up(s) will be scheduled. If make-up class(es)/lesson(s) cannot be accommodated by Langley Arts Council or the teacher, or the student is unavailable to attend the make-up class(es)/lesson(s), a refund of the class/lesson fees will be granted.

If one or more class(es)/lesson(s) are cancelled due to teacher absence, a refund of the class/lesson fees will be granted, or a qualified substitute will teach the class(es)/lesson(s) or, in some circumstances, make-up(s) will be scheduled. If make-up class(es)/lesson(s) cannot be accommodated by Langley Arts Council or the teacher, or the student is not available to attend the make-up class(es)/lesson(s), a refund of the class/lesson fees will be granted.

**Student Illness:** Students who cannot attend their in-person class due to illness are not entitled to a refund or make-up.