Pence Gallery Class Policies

Class Registration

All class registration, with the exception of the bi-monthly Figure Drawing sessions and Joanne Andresen classes, occurs online at www.pencegallery.org. Classes and workshops that are given at no-cost also require attendees to register online.

With the exception of wait-listed students who are given a spot immediately prior to the start of the class, no payment and registration can occur in-person in the Gallery. In the case that you are given a spot with less than 24 hours notice, you will be permitted to complete your registration at the Gallery before the class begins.

We reserve the right to cancel a class for any reason at any time. We reserve the right to refuse a registration if the student does not meet minimum age requirements as set out by the class description.

Refunds

Students may cancel their reservation up to 7 days before the start of a class, unless otherwise stated in the class description. Refunds may be given up to 7 days before the start of a class. The Pence Gallery will retain a 5% administration fee for any refunds to cover the costs of workshop coordination.

Cancellations that occur 6 days or less prior to the class, unless otherwise stated in the class description, are <u>not</u> eligible for a refund. For example, if you want to cancel a class registration for March 17th, you could request a refund on March 10th, but not March 11th.

Teachers reserve the right to request specific registration deadlines for their classes. In the case a teacher requests a deadline that occurs more than 7 days out from the class, it will be noted in the class description. In this case, students will have 7 days prior to the closing of the class registration to cancel their registration and receive a refund.

If a teacher has requested a specific registration deadline, any cancellation that occurs up to less than 7 days prior to the deadline is not eligible to receive a refund.

Policies current as of Aug. 2018.

All refunds are processed internally. Students should contact pencegallery@gmail.com to request a refund.

Extenuating circumstances will be reviewed on an individual basis and must be brought to the attention of Pence Gallery staff before requesting a refund.

Class Cancellations

In the case that a class or workshop is cancelled, all students will receive a full refund. Refunds may take up to 7 business days to process. Students do not need to contact the Pence Gallery for a class cancellation refund. Refunds will be given automatically and students will be notified by email of the class cancellation as soon as possible.

Waitlists

If a class is full, students may request to be placed on a waitlist. This is an automatic process completed online during registration. The waitlist is offered on a first come, first served basis. To be placed on a waitlist manually, students MUST CONTACT the Education & Marketing Coordinator at pencegallery@gmail.com. No other staff member or docent is able to put a student on a waitlist.

Students are welcome to come the day of the class to see if there is room, but any walk-ins will still be subject to the order of the waitlist *without exception*.

Those on the waitlist will be contacted as soon as possible if and when a class spot becomes available. Any waitlisted student who is able to register for the class is subject to the same refund and cancellation policies as students who registered in advance.

Even if you are placed on a waitlist, there is no guarantee you will be given a spot in the class. This is true regardless of class type, cost, and date.

If you are offered a spot in the class, you have 48 hours to confirm that you would like the class spot, and to register for the spot online. If you are given less than 24 hours notice of a class opening, please confirm you would like the spot as soon as possible. If you are given less than 24 hours notice, you will be permitted to pay for your class at the Gallery before the start of the class.

Policies current as of Aug. 2018.