

# Class Policies

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## **Class Registration**

All class registration, with the exception of the bi-weekly Figure Drawing meetup and Joanne Andresen classes, occurs online. Links to the ticketing website are available on the Pence Gallery website, on all Pence Gallery social media, and any print advertisement related to the workshop. Students can also go directly to Brown Paper Tickets to search for workshops with the Pence Gallery.

Classes and workshops that are given at no-cost, require attendees register online. The registration process occurs online through Brown Paper Tickets.

With the exception of waitlisted 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 call for any reason at any time. We reserve the right to refuse a registration if the student does not meet age minimum 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 costs of workshop coordination.

Cancellations that occur 6 days or less prior to the class, unless otherwise stated in the class description, are not eligible for a refund. For example, if you want to cancel a March 17th class registration 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 ticket 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.

All refunds are processed through Brown Paper Tickets. Students should contact [support@brownpapertickets.com](mailto:support@brownpapertickets.com) to request a refund.

Extenuating circumstances will be reviewed on an individual basis and must be brought to the attention of the Pence Gallery staff before contacting Brown Paper Tickets.

### ***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 Brown Paper Tickets 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. The waitlist is first come, first serve. To be placed on a waitlist, students MUST CONTACT Stephanie Kocsik at [pencegallery@gmail.com](mailto: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.

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 purchase a ticket at the gallery before the start of the class.