



COURSE REFUND POLICY

County Arts Lab

COURSE CANCELLATION BY COUNTY ARTS

County Arts reserves the right to cancel any course which does not meet minimum enrollment or due to unforeseen circumstances, including for reasons relating to the Covid-19 pandemic. If County Arts cancels or postpones a course, registrants will be notified by phone or email and can opt to receive a credit towards future course fees or receive a full refund.

CLASS CANCELLATION DUE TO UNFORESEEN CIRCUMSTANCES / MAKE-UP CLASSES

If a class must be canceled due to unforeseen circumstances (e.g. instructor illness), 1 make-up class will be scheduled for the same day/time slot in the 1-2 weeks following the course (the make-up class date for each course is posted on the course registration page). Refunds will not be given if participants cannot attend the make-up class. If more than 1 class is canceled due to instructor illness, participants will be refunded the associated fees.

COURSE CANCELLATION BY STUDENT WITHDRAWAL

Withdrawal from County Arts Lab courses is permitted up to five business days prior to the start of the class. All refunds are subject to an administration fee of 20% of the student's class fee or \$10 (whichever is greater). All withdrawals or requests for transfers must be made by contacting the Programs Manager at stacey@countyarts.ca.

Students canceling fewer than five business days before the start of class will not receive a refund (exemptions may be made for medical reasons accompanied by a doctor's note.) County Arts is not responsible for classes missed by the student. Missed classes cannot be transferred, made up, or carried to other sessions.

LATE COURSE REGISTRATION

Provided that there is still space in a class, registration is accepted after the first class has already taken place. Class fees will be prorated to reflect classes missed.