

Cancellation and Refund Policy

Create Together, Inc. d/b/a Create Together at Fletcher Farm
Ludlow, Vermont

Effective Date: November 1, 2025

1. Membership Cancellations and Refunds

1.1 Annual Memberships (Senior and Individual)

Cancellation Window: Annual memberships may be cancelled within thirty (30) days of purchase for a full refund, provided no membership benefits have been used.

After 30 Days: Annual memberships are non-refundable after the initial 30-day period. However, members may request cancellation at any time, and membership benefits will remain active through the end of the current membership year.

Partial Refunds: If membership benefits have been used during the 30-day cancellation window, any refund will be calculated as follows:

- The membership fee paid minus the retail value of benefits already received
- Studio sessions used will be valued at \$20 per session (non-member rate)
- Guest passes used will be valued at \$20 per pass
- Other benefits used (stickers, mixer attendance, etc.) will be valued at fair market value as determined by Create Together

Example: An Individual Member (\$120 annual fee) who has used 2 studio sessions (\$40 value) and 1 guest pass (\$20 value) within the first 30 days would receive a refund of \$60 (\$120 - \$40 - \$20 = \$60).

1.2 Monthly Memberships (Senior and Individual)

Cancellation Policy: Monthly memberships may be cancelled at any time. Members must provide written notice of cancellation at least five (5) business days before the next billing cycle to avoid charges for the following month.

Notice Requirement: Cancellation requests must be submitted in writing via email to [email address] or by phone at 802-228-8770.

No Refunds for Current Period: Cancellations of monthly memberships do not result in refunds for the current billing period. Membership benefits remain active through the end of the paid monthly period.

Unused Benefits: Monthly membership benefits expire at the end of each monthly billing cycle and cannot be carried forward or redeemed for cash value.

2. Studio Package Cancellations and Refunds

2.1 Studio Package Cancellations

Dabbler, Hobbyist, and Maker Packages: Studio packages may be cancelled at any time. Members must provide written notice of cancellation at least five (5) business days before the next billing cycle to avoid charges for the following month.

No Refunds for Current Period: Cancellations do not result in refunds for the current monthly billing period. Package benefits remain active through the end of the paid period.

Unused Visits: Studio visits included in packages cannot accumulate or carry over to the next monthly period and are forfeited upon cancellation or expiration with no refund or credit.

2.2 Individual Studio Sessions

Purchased Studio Sessions: Individual studio sessions purchased beyond membership allocations are non-refundable once purchased.

Cancellation of Scheduled Sessions: Members must cancel scheduled studio sessions at least 24 hours in advance. Sessions cancelled with less than 24 hours notice will be counted as used with no refund or credit.

Unused Sessions: Members have 90 days from the date of purchase to use individual studio sessions (non-members) or until the end of their membership year (members), after which unused sessions expire with no refund.

3. Class and Workshop Cancellations

3.1 Cancellations by Participants

Full Refund Period: Class and workshop registrations may be cancelled up to fourteen (14) days prior to the start date for a full refund or credit toward future programming.

Partial Refund Period: Cancellations made between seven (7) and thirteen (13) days before the start date will receive a 50% refund or full credit toward future programming, at the participant's choice.

No Refund Period: Cancellations made less than seven (7) days before the start date are non-refundable. Create Together may, at its sole discretion, offer credit toward future programming on a case-by-case basis.

How to Cancel: Class and workshop cancellations must be submitted in writing via email to [email address] or by phone at 802-228-8770.

3.2 Medical or Emergency Circumstances

In cases of documented medical emergencies or extenuating circumstances (such as death in the family, severe illness, or natural disaster), Create Together will work with participants to provide credit toward future programming. Documentation may be required.

3.3 Cancellations by Create Together

Full Refund: If Create Together cancels a class or workshop for any reason, participants will receive:

- A full refund of the registration fee, OR
- Credit toward other programming of equal or greater value

The choice between refund or credit is at the participant's discretion.

Insufficient Enrollment: Create Together reserves the right to cancel classes that do not meet minimum enrollment requirements. Participants will be notified at least three (3) days before the scheduled start date when possible and will receive a full refund or credit.

3.4 Weather-Related Cancellations

If a single class session within a multi-session course is cancelled due to inclement weather or emergency, Create Together will make reasonable efforts to reschedule the session. If rescheduling is not possible, participants will receive a prorated credit for the missed session(s).

4. Special Events and Private Rentals

Cancellation and refund policies for special events, fundraisers, and private facility rentals are provided separately at the time of booking and may differ from this general policy. Please review your event contract or rental agreement for specific terms.

5. Membership Benefits

5.1 Non-Redeemable for Cash

All membership benefits (including studio sessions, guest passes, early registration access, newsletters, stickers, and mixer invitations) have cash value but are **not redeemable for cash**.

5.2 Expiration of Benefits

- **Annual Membership Benefits:** All benefits expire at the end of the membership year (12 months from purchase date) and cannot be extended, rolled over, or refunded.
- **Monthly Membership Benefits:** All benefits expire at the end of each monthly billing cycle.
- **Studio Package Benefits:** All visits and guest passes expire at the end of each monthly package period.

5.3 No Cash Value Upon Cancellation

Unused membership benefits and studio sessions have no cash surrender value upon membership cancellation or expiration, except as specifically provided in Section 1.1 for annual memberships cancelled within 30 days.

6. Processing Refunds

6.1 Refund Timing

Approved refunds will be processed within fourteen (14) business days of the cancellation request. Refunds will be issued using the original method of payment.

6.2 Credit Card Refunds

Credit card refunds may take an additional 5-10 business days to appear on your statement depending on your card issuer's processing time.

6.3 Credits Toward Future Programming

Credits issued in lieu of refunds do not expire and may be used toward any future Create Together programming, including classes, workshops, memberships, studio sessions, or packages. Credits are non-transferable and have no cash value.

7. Failed Payments and Suspended Memberships

7.1 Payment Failures

If a recurring payment for a monthly membership or studio package fails, Create Together will attempt to process the payment up to three (3) more times over a two (2) month period.

7.2 Suspension of Benefits

If payment cannot be successfully processed after three attempts, membership or package benefits will be suspended until payment is received. No refund or credit will be provided for the suspension period.

7.3 Administrative Fees

A \$15 administrative fee may be charged for failed payment transactions or returned checks.

8. Donations

As a 501(c)(3) nonprofit organization, all donations to Create Together at Fletcher Farm are final and non-refundable. Donations are tax-deductible to the extent permitted by law.

9. Refund Exceptions

9.1 Material Changes to Membership

If Create Together makes material changes to membership benefits or terms that significantly reduce the value of the membership:

- **Annual Members:** May cancel for a prorated refund based on the remaining time in their membership year and benefits not yet used
- **Monthly Members:** May cancel without penalty before the changes take effect

Members will be notified of material changes at least thirty (30) days in advance.

9.2 Facility Closures

Extended facility closures due to circumstances beyond Create Together's control (such as natural disasters, public health emergencies, or government orders) may result in membership extensions or prorated credits at Create Together's discretion. No cash refunds will be provided for temporary closures.

10. Policy Modifications

Create Together reserves the right to modify this Cancellation and Refund Policy at any time. Changes will be posted on our website at [website] and will apply to purchases made after the effective date of the revised policy. Current members will be notified of material changes via email.

11. Disputes and Questions

If you have questions about this policy or wish to dispute a cancellation or refund decision, please contact us in writing at:

Create Together, Inc.
d/b/a Create Together at Fletcher Farm
Meadowview Building
611 Route 103 S
Ludlow, Vermont 05149
Phone: 802.228.8770
Email: registration@CreateTogetherVT.org
Website: www.CreateTogetherVT.org

We will review all disputes and respond within ten (10) business days.

12. Summary of Key Policies

Item	Cancellation Period	Refund
Annual Membership (unused benefits)	Within 30 days	Full refund
Annual Membership (used benefits)	Within 30 days	Prorated refund
Annual Membership	After 30 days	No refund

Monthly Membership	5 days before billing	No refund for current period
Studio Packages	5 days before billing	No refund for current period
Individual Studio Sessions	N/A	Non-refundable
Classes/Workshops	14+ days before	Full refund or credit
Classes/Workshops	7-13 days before	50% refund or full credit
Classes/Workshops	Less than 7 days	No refund (credit at discretion)
Donations	N/A	Non-refundable

Create Together, Inc. is a 501(c)(3) nonprofit organization.

Tax ID: 03-6004107

For cancellations or refund requests:

Email: registration@CreateTogetherVT.org

Phone: 802-228-8770