

ARTIST CENTER

Enrollment Processes, Procedures & Policies

Enrollment Process

To enroll in a course at the Artist Center, choose one of the following methods:

1. Online Registration: Visit the **Artist Center** website at www.lessonsinar.com. Select 'Registration', find day and time of class; then payment is processed and you are enrolled.
2. In - Studio Location: 3742 Castro Valley Blvd. Castro Valley. Manual Invoice.
3. Phone: Zelle/Venmo. Manual Invoice

Your seat is confirmed via email after payment is received. All students must be enrolled in a class before attending.

Cancellation Policy/Refunds

Refunds are granted only if notification is received 24 hours prior to the first class of the term via email. After a class has been taken, there are no refunds. However, the student can request a change of day and time or change to a future session up to 6 months. Refunds are mailed 45 days from email request. A service fee of \$25.00 is applied to the refund. After attending the first class, there are no credits/refunds given for the remaining classes for that term. There are absolutely no transfers granted to any outside party or relative.

Missed Classes

At the full and final discretion of the **Artist Center**, any missed class may be made-up on a "space - available" and schedule availability basis only. There is no refund, whatsoever, for students' missed classes.

Students are allowed to make up two (2) missed classes; and only with the instructor's approval - during that same term only. Students/parent must notify the **Artist Center** office at least 10 hours prior to any missed class so as to reschedule and allow instructor notification. No makeups will be granted without a 10 hour notice via email/text.

The **Artist Center** reserves the right to provide qualified substitute teachers in the event of the instructor's absence. In the event of a class canceling due to an instructor, The **Artist Center** will add an additional week to the class schedule. (Excluding HomeSchool Program)

Trial Class

Where space permits, students who wish to try a class out without enrolling in an 8 week term a "Trail Class" is available on a "Pay Per Class" basis. The cost is \$50.00 for a trial class, allowed once per customer. Payment for a 2 hour trial class must be in cash only. No credit cards accepted. Payment must be made after the 2 hour art class unless deciding to enroll in an 8 week course.

Options:

1. Not signing up after trial class: price \$50
2. Sign up after the trial class in studio: Must be manually invoiced from A.C. administrator. Price reduces to \$40. Customer signs up for an 8 week term.

3. Sign up at least 24 hours after the trial class at studio: Must be manually invoiced from A.C. administrator. Price \$40. Customer signs up for an 8 week term.
4. Past 24 hours from trial class: Student may enroll online/phone/in-person, 8 classes.

Payment

For your convenience, we accept several forms of payment – Master Card, Visa, American Express, PayPal, Check, Venmo, Zelle or Cash. Payment through any credit card is made only online through the invoice sent by admissions. Please do not send cash via US Mail.

All accounts are due, and payable, prior to the first day of class. Any delinquent account will have a charge after the first class attended.

A customer may request an invoice given a written email, letter or text. Allow one week for processing.

Delinquent Accounts

All students with delinquent accounts or non payment, will be removed from the class and parents notified for pick up. Once payment is made, student may return where space permits.

Returned Checks

All returned checks will be charged a service fee of \$45.00 which must be paid prior to attendance of any class, or service, provided by the **Artist Center**.

Attendance (Sign In – Out)

The instructor greets students and parents upon entry and requests parents to sign their child in.

It is mandatory of the parent to use the “Sign-In-Out” Sheet. If the parent does not sign the sheet, the instructor will approximate the time of entry and/or departure and update the ledger for that student. Disregarding this obligation, for whatever reason, may result in an extended “Over Time Charge” of \$5.00 for each 15 minutes beyond class time, and at the discretion of the **Artist Center**.

Student Conduct and Behavior

It is assumed by the **Artist Center** that each student has an interest in art and therefore wishes to pursue this interest. Consideration and respect for others is essential in a learning environment and is expected of each student.

Any disruptive behavior by any student which persists after two warnings the parent will be contacted. At the discretion of the **Artist Center**, the student will be subject to expulsion from any and all classes and at any time. In the event of such expulsion, there shall be no refund, or credit, to any account or student whomsoever.

Artwork

The **Artist Center**, at its sole discretion, shall have the exclusive right to use, any and all, student and instructor artwork for the purposes of marketing and advertising.

Any student artwork left greater than one term will be considered abandoned and shall become the exclusive property of the **Artist Center**.

The **Artist Center**, any instructor, employee, or agent of the **Artist Center** is not responsible for any student or instructor artwork, supplies, or other matter.

Tablets, Computers, Pens

Any student using a tablet and/or tablet pen, must sign them out. These items must be returned to the instructor at the end of class or whenever they are not in use. Students are to respect all equipment and all electronics. If mistreatment of devices are noticed, student will be warned of future use.

Ceramics, Canvas' and Wooden Crafts

Students may not help themselves to Ceramics, Canvases or Wood Cutouts unless advised by the instructor. No student is allowed to take home any art craft supply without instructor approval. Certain supplies are available for purchase.

Art Supplies and Clean Up

Art supply costs and expenses are included with all art lessons (excluding oils). Students shall clean up five minutes before the conclusion of each class. All students are responsible for taking care of their painting supplies after each use. See "Clean Up" list at studio. If students do not abide by the "Clean Up" rules, they will not be allowed to paint the following week. For any more occurrences, the student is asked to clean up not only their station, but another station as well. More time will be taken out from students' art time. For continual noncompliance, the student will lose the privilege of painting.

The **Artist Center** is not responsible for any art supply or property of the student. If items are left behind, the Artist Center will put them into a lost and found bucket. If items are not claimed after 16 weeks, the Artist Center will donate them to charity.

All reference material, printed or otherwise, and supplied by the **Artist Center**; is the exclusive property of **The Artist Center**. Reference material can be purchased at \$5.00 per sheet. No property, or art supplies, belonging to the **Artist Center** may be removed from any premises controlled, or owned, by the **Artist Center** without the express written authorization by the **Artist Center**.

Any student working with oil media is individually responsible for bringing their own materials to class. Oils and their related material and supplies are not provided or sold by the **Artist Center**. Solvents are to be brought home and shall never be discarded at the **Artist Center** studio location. No glass containers are allowed inside studio.

Students are expected to be considerate of others and to make the transition from the conclusion of a class to the commencement of the next class in a smooth manner.

Food and Drink

No food and drinks are permitted in the office area.

Food shall only be eaten at the students place setting and only while seated. Parents are expected to feed their children prior to class so they may properly concentrate without the distraction of being hungry.

Lost and Found

All belongings of students left at studio will be put in lost and found. Any item not claimed for greater than two (2) terms shall be disposed of at the sole discretion of the **Artist Center** and without any liability whatsoever.

Discounts

Sibling discounts shall apply for two (2) or more students (under the age of 18) and in the same immediate family. The first child shall be entitled to no discount. The second child shall be entitled to \$5.00 discount off invoice.

For every 3 students there will be a \$5.00 discount for groups such as Girl Scouts/Boy Scouts, day care facilities, etc.