



The Witchery Shop Policies

Below are our key shop policies at a glance. Read the entire policy document, including the Workshop Policy Details sections on subsequent pages. Upon scheduling a workshop at The Witchery, you agree to follow the policies listed in this entire document.*

1. **Workshops are for crafters ages 13+ only** – no exceptions. This includes bookbinding, broom making & tarot.
2. **Participants must craft individually** – two or more people may not work on the same craft.**
3. **Check in starts 15 minutes before the start of the workshop.** If you are not present and checked in by the start of the class, *we cannot guarantee late seating.* You will have the option to reschedule or get a kit-to-go.
4. **Only registered crafters are permitted in the workshop space** – Guests are not allowed to stay in the workshop space. This includes small children.
5. **An initial payment is required to reserve *each* seat in a workshop.** This is subtracted from your total after the workshop.
6. **The shop cannot accommodate erroneously scheduled appointments,** especially if the class is at capacity. Please triple check your reservations, initial payments, and rescheduled appointments!
7. **No animals allowed** – Only legally tagged service animals are allowed in the store and in the workshop area.
8. All supplies and products are **subject to change and availability.**
9. Cancellations must be communicated via email or phone **at least 24 hours in advance for a refund.**

** The Manager-on-duty reserves the right to interpret these policies as needed. Thank you for understanding.*

***Please reach out to management with any questions regarding accessibility for disabilities in the store or during workshops.*



WORKSHOP POLICY DETAILS

All shop policies in place are subject to change at any time. The Witchery reserves the right for the Manager on duty to interpret and implement the policies for any situation. The following policies must be agreed to upon reserving a workshop at The Witchery. Failure to agree or adhere to these policies may result in the cancellation of your reservation and refusal of entry.

Eligibility

- I. All workshops are for crafters 13+ years old only. The Witchery provides take home kits you can assemble on your own, and occasionally there special events/workshops for kids.
- II. All workshop attendees must make their own craft individually; two or more crafters may not work on the same craft without prior approval.*
- III. All persons present in the workshop area must be registered for the workshop. Seats are only for attendees who have paid for the class, and the space cannot accommodate extra attendees, guests, or observers.*
- IV. All attendees who reserve a spot in advance through the website must pay an initial payment. This payment will be subtracted from the remaining balance at the end of the workshop.
- V. Only legally tagged service animals are allowed in the store and in the workshop area.

**Crafters with disabilities may have someone assist them with their craft. Please call or text ahead of time to discuss accommodations and accessibility for disabilities. 978-914-8858*

Scheduling & Attendance

- I. There is a 15 minute check in window before the start of the class.
- II. Attendees who are not present and checked in by the start of the class cannot join the class late—no exceptions.
- III. If you are late or miss the workshop, you can reschedule or opt for a kit-to-go. You can use your initial payment to purchase your kit.
- IV. Walk-ins are accepted after all crafters with a reservation have been checked in. If there are cancellations or no-shows, those spots can be given to walk-ins. Walk-ins are first come, first served based on who is physically present at the door when the workshop begins. Walk-ins are not guaranteed entry nor any number of spots for any workshop.
- V. The Witchery reserves the right to cancel workshops or close the store at any time for any reason. Any crafters that paid an initial payment for a canceled class will receive a full refund.
- VI. Attendees who reschedule their appointments through the website are responsible for rescheduling ALL their appointments correctly and individually. The shop cannot accommodate erroneously scheduled appointments, especially if the class is at capacity.



Supplies

- I. All supplies and crafts are subject to availability. At any given time, a product or craft may become unavailable for any reason.
- II. All supplies and products in the shop represent what is available at that time. There is no guarantee the shop has alternative, extra, or additional supplies and products backstocked or available for purchase.
- III. Many supplies and products are made-to-order in small batches by hand in the store. This may affect the availability of supplies and products. Concerns over the quality of an item may be discussed with the Manager-on-duty, without guarantee of replacement or alternatives based on backstock.

Cancellations & Refunds

- I. Cancellations for a workshop communicated via email or phone 24 hours in advance are eligible for a full refund.
- II. Cancellations made within 24 hours of a workshop are not eligible for a refund. With approval from the Manager on duty, attendees in this case may put their initial payment toward a kit-to-go.
- III. Absences for a workshop are not eligible for a refund, and will be considered cancellations subject to the cancellation and refund policies.