



# The Witchery: Shop Policies

Updated February 2023

*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.*

## WORKSHOP POLICIES

*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 separate crafts and occasional workshops for crafters 13 and under.
- 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 store must have a reservation during a workshop. Seats are only for attendees who have paid a deposit for the class, and the space cannot accommodate extra attendees or observers.
- IV. All attendees who reserve a spot in advance through the website must pay a deposit. This deposit will be subtracted from the remaining balance at the end of the workshop.

### *Scheduling & Attendance*

- I. The shop is not open while a workshop is in progress. The store reopens between workshops after the space has been cleaned and reset; there are designated hours for kits-to-go based on the schedule of classes.

- II. The shop door will open for a workshop when the lead instructor invites attendees into the store. Attendees who arrive early may wait outside the store while the instructors prepare for the workshop.
- III. Attendees who arrive late may not join the workshop after instruction has begun. Those who miss their workshop may schedule to return for a new workshop or for a kit-to-go, for which they can put their deposit toward.
- IV. Walk-ins are accepted after all crafters with a reservation have been checked in if there are cancellations or no-shows. 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 a deposit 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 individually. The shop cannot accommodate misscheduled 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 use their workshop deposit 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.