

ARTfactory Cancellation and Refund Policy

Classes and Workshops - Our instructors are professional artists and educators with years of experience and education in their fields. Classes are described by skill level, grade and/or age appropriateness. Skill levels include beginner, intermediate, and advanced. If a class participant has a special need or learning disability, please notify the Education Director before registering.

Students/participants enrolled in classes, camps and workshops are required to obey all safety standards and policies established by instructors and/or program directors. Some classes and media carry inherent hazards, which will be discussed by the instructor before or at the first class meeting.

ARTfactory is not liable for any loss of property, including art work belonging to any student. No student will be denied admission on the basis of race, sex, or ethnic origin. However, because of the need for group cooperation in classes, ARTfactory reserves the option of refusing admission to any person deemed incompatible with any class group due to disruptiveness or for any impediment to the group learning process.

Supply Lists and Materials Fee: Some classes and workshops will indicate a supply fee to be paid at the time of registration, unless otherwise noted. It's also the responsibility of the student to purchase their own supplies if needed from the supply list, emailed to the student prior to the start of the class or a supply list will be discussed by the instructor on the first day of class.

Cancellation Policy: ARTfactory reserves the right to cancel any class, workshop or camp that does not meet its minimum enrollment. If a class, workshop or camp is cancelled, enrolled students are entitled to transfer to another offering without penalty (applying their paid tuition toward the new class) or may request a refund. Please register early to ensure that your favorite class will meet enrollment minimums!

Refund Policy: Class refunds are given (minus a 25% cancellation fee) if the refund request is made at least one week prior to the first day of a class. Refunds are not given if the student does not attend. A student may request a transfer to another class prior to the beginning of the class without incurring the cancellation fee. Please note that we are currently waiving our customary \$25.00 transfer fee per student, due to the ongoing uncertainties during the pandemic. Those ineligible for a refund may request an acknowledgement from ARTfactory of a tax-deductible contribution in the amount of the unused tuition.

Late Registration, Transfer, and Missed Classes: Late registration (adding to a class or workshop after the first meeting) will be allowed with permission of the ARTfactory staff and is based on space in the class and instructor approval. Should a student miss a class due to personal conflicts, sickness or prior engagement, the ARTfactory is not required to offer make-up lessons to that student.

Theatrical Productions - ARTfactory operates two theatrical production companies: Pied Piper Theatre and Rooftop Productions.

Ticket Policy: All ticket sales are final (tickets may be exchanged at the discretion of the ARTfactory staff based on seating availability. See TICKET EXCHANGE below). Tickets for these events are available for sale at the ARTfactory office or online at VirginiaARTfactory.org/tickets for all nonHylton Performing Arts Center productions. For tickets to Pied Piper Theatre productions at the Hylton Performing Arts Center, contact their box office or access their website at Hylton.calendar.gmu.edu

Ticket Exchange: Individual ticket buyers have the option to exchange their tickets to an event within the same season/production for a fee. Exchange fees are \$2.50 per ticket and will not exceed \$10.00 per production. You must exchange your tickets in person at the ARTfactory (or the Hylton Performing Arts Center Box Office for shows at that venue) at least 24 hours in advance of the performance. Exchanges are based on availability of the requested performance.

Late Seating: ARTfactory works closely with performers to start all shows on time. All patrons are required to be seated before a performance begins. Late seating will be done at designated breaks and at the discretion of ARTfactory Theatrical Production staff.

Payment Methods: Cash, check, money order, VISA, MasterCard, Discover and American Express are all accepted by ARTfactory.

Gift Certificates: Gift Certificates are available for purchase at the ARTfactory office or by phone during regular business hours. Gift certificates are valid for one year from the date of purchase and may be purchased in any amount. Gift certificates may be used to purchase classes, workshops, camps and tickets to theatrical productions.

Weather and/or Catastrophic Event Policy: ARTfactory posts all weather related and/or catastrophic event closures on our website and social media. Local school closures does not determine the scheduling of our programming. If you are concerned about whether your class, workshop, camp or theatrical production will take place, please call our main office at 703-330-2787 and/or check our Facebook page or website at VirginiaARTfactory.org. Any weather-related and/or catastrophic event closures may have make-up dates scheduled by the instructor.

ARTfactory Holidays: ARTfactory is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Thanksgiving and the day after, Christmas Eve and Christmas Day.