



# School Policies

## How To Register

By email, telephone, in person or on our website.

## Missed Classes / Make-up classes

In case of class absence, student still will be charged in full. We will be happy to offer you a **make-up class with other group of students** - you must contact your teacher 24 hours before your regular class to report an absence. There are no discounts, refunds or credits for all missed classes. Make-up class has to be taken **within 6 weeks. It is student's responsibility to schedule a make-up class.** Please call to our school administrator to schedule.

## School Closures

Anna Art Academy reserves the right to cancel classes due to severe and extreme weather conditions at the discretion of our administration. There are no money will be taken off your balance for such cancelled classes. Students will be notified by phone and/or information can be found on our voicemail, homepage, Facebook page.

## Pick Up/Drop Off

Please be punctual when dropping off and picking up children.

## Publicity

Anna Art Academy reserves the right to photograph and video tape all classes and use the images for publicity purposes and promotional materials. Should you object to the use of your image or your child's image in promotional materials, please inform the School's office in writing at the time of registration.

## Visitors and Guests

Due to limited studio space, the Arts School does not allow guests or visitors in classes, except on designated days. Please schedule a tour, in advance through the School office.

## Peanut Products/Allergies

Due to severe life threatening allergies, no nut products are permitted in the School.

## What to Wear

We do not supply smocks or aprons. Please dress in clothing that is comfortable to work in.

## Instructor Changes

Anna Art Academy reserves the right to make course and/or instructor changes at any time.

## Material Lists

Please refer to our website for suggested Material List for adult programs. Children programs may include all the materials and are subject to a minimal fee paid in advance.

## Refund & Cancellation Policies

Please notify School office for all cancellations and/or refunds. In such case, any discounts received at the time of registration will be revoked. Absence from class does not constitute notice of cancellation. If a course is cancelled due to low enrolment, registrants will be given one week's notice and a credit will remain on student's balance unless a request is made for transfer or refund.

## Wait Lists

If a class is full, you may choose to register for wait list. We will contact you, if place will become available. We will also make sure to contact you first when registration for the next similar course will be opened.

## Fees

Fees are paid in full upon registration and are non-transferable. Class fees are pro-rated for students who join late. Fees quoted for kids' programs may include all materials (minimal materials fee will be charged). Fees quoted for adult programs do not include materials, unless otherwise stated. HST will be added on to the cost of all classes.

## Method of Payment

Cash, Cheque, VISA or Mastercard. Cheques are payable to ANNA ART PUBLISHING INC.

## Multiple Programs & Same Household Discounts

A 5% discount is offered for a 2+ family members participating in the same class. Discounts are offered for a **fully prepaid** programs:

"Full Year" - 10% - must be paid by October 1st.

"1st Semester" - 5% - must be paid by October 1st.

"2nd Semester" - 5% - must be paid by March 1st.

## Refer a Friend Program

When you refer a friend, who has never attended Anna Art Academy in the past, and your friend registers for a program, you will receive 1 FREE CLASS credit to use towards next semester at the school (Please note, that credits can only be used for unpaid tuition and hold no cash value. Credit will be applied after your friend signs for at least "Half Year" program).

