

# - Program Cancellations -

## **Cancellation Statement:**

While our preference is to run every program that we offer, we do reserve the right to cancel any event or program and will try our best to give reasonable advanced notice to those who are registered.

-Some circumstances that result in cancellation may be out of our control, (examples: inclement weather, building issues, or unexpected staffing issues caused by illness or accidents), and advanced notice may not be possible.

In general, our programs typically require a minimum of 4 participants in order to run. If we do not meet the minimum requirement we may opt to cancel the class, program, or event.

-Specific programs may have different requirements, particularly those run by guest instructors who may have certain expectations for their program. In that case the minimum number will be posted with the program description.

## **Notice of Cancellation:**

Prior to the start of a regular session or event:

-Watch for an email from Total Arts! prior to a workshop or event to let you know if enrollment is low and if the program is in danger of not running. That email will also inform registrants of the decision date for cancellation.

-If we have not reached our minimum enrollment 3-4 days prior to an event we may opt to cancel it.

If the program is cancelled we would send out an email to all registrants with their options for a credit or refund.

-NOTE: We will usually make a cancellation decision earlier than one week prior for summer and school vacation programs to allow registrants more time to find alternative arrangements

-If a registered participant withdraws less than 3 days prior to an event, causing the overall attendance to fall below the minimum required, we will still run the event as planned *unless there is a specific and compelling reason to cancel.*

## **If Total Arts! cancels a program:**

Registered participants may choose either a full credit towards a future program or a full refund.

-If a credit is chosen, it will be placed in the student's Total Arts! account and can be used by any family member for any future program, class, or event at Total Arts!