

# - Party Policies -

## Deposits, Payments, Cancellations, Weather

### **Deposits & Payments**

- The initial deposit of \$100 secures your party date. We cannot hold a date without a deposit.
- The balance due will be placed in your account once the final headcount and any extra charges are confirmed.
- Balance payment is due in full by 6:00 PM the day before your party.

### **Cancellations**

- If you cancel your party after paying the deposit, up to three weeks prior to the requested party date, there is no refund but you will receive that deposit as a full credit in your account that can be used towards any future class or event.
  - This credit is good for one year from the date of cancellation.
  - Any credit not used within one year will be placed in our scholarship fund.
- If you cancel your party within three weeks of your scheduled date then no credit or refund will be issued for the deposit.
- We will work with families on a case by case basis to determine the status of a refund or credit if a party balance is paid in full in advance of the event and a party needs to be cancelled by the host family.
- If Total Arts! needs to cancel your party for any reason and is unable to reschedule it to a suitable time then any fees you have paid (deposit and/or balance) will be returned as either a full refund or a full credit in your account.
  - Reasons for a Total Arts! cancellation are rare but could include inclement weather, damage to the facility, loss of power, medical emergencies involving scheduled staff, etc.

### **Inclement Weather**

- Total Arts! will follow all local town and/or state guidelines for building closures due to severe weather.
- In the event that severe weather results in the closure of Total Arts! on your party date we will contact you to confirm the closure and work with you to find a suitable date to reschedule the event.
- If we are open following a weather event and hold the party as planned there is no refund or credit issued for individual guests who may decide not to attend.