



Drawing & Painting Cancelations/No Show Policy

Good afternoon Valued Clients,

Sick/Scheduling Conflicts & Cancellations:

We truly value your family's health and well-being and appreciate the caution and concern you have shown by keeping your children home when they or another family member have felt ill or shown signs of illness. Please understand that our staff is contracted to show up to the studio during your scheduled sessions, unless the session is cancelled in advance. In other words, we pay our instructors if you are a no show or cancel too late and they show up for your session.

If you know in advance that your child will not be able to attend (illness – if they did not go to school), vacation, family gathering, getting a vaccine, etc.) it is your responsibility to notify us. If your child comes home from school or wakes up sick (weekend clients), you must provide **at least two hours' notice, prior to your session** to receive a credit for that session. Failure to do this will result in a "no-show" of your session.

During this trying time, we have been able to "stay afloat" and hang on but due to the increased cost of supplies, illness and low class counts, etc. we need your support. If there is something we can do to help make classes more flexible for you, please let us know and we will do our best. We can often schedule group make up sessions, even on a weekend or different evening, but it begins with your communication. Please note that consistent/abuse of our cancellation policy will not be accepted and may be subject to refusal of future make up opportunities for your current round of classes.

No-Shows:

We appreciate that this is an enrichment program for your children and that life sometimes gets in the way and you may forget to attend a session or notify us if you had other plans. Unfortunately, as outlined above in our sick cancellation policy, we pay our staff, assuming that we will have your child, and all of the other contracted children, attending each session. Therefore, we staff accordingly and if you or any of the other students are a no show, we still have to pay the staff assigned for that session and therefore we cannot offer you a make-up for that session.

We love have the opportunity to teach your children and having your families as part of our studio. If you have any constructive feedback for us or any creative programs or things you would like us to expand upon for your child, PLEASE do not hesitate to contact me.

As a thank you for all of your continued support, if anyone refers a client to us who joins our drawing/painting program, sewing program or books a birthday party, we will offer you a \$30 credit toward your next program!

With Gratitude,

A handwritten signature in cursive script that reads "Tina Rear".

Tina Rear