



Jan. 16, 2023

Drawing & Painting Cancellations/No Show Policy

Dear Valued Clients,

Recently we have had a significant increase in students not showing up for their scheduled sessions or needed to reschedule last minute due to personal family scheduling. Unfortunately, this has caused a challenge for us to staff our programs appropriately, and is now not cost effective for us to continue this way. Please find our updated cancellation policy below.

Sick Policy

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 two hours 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. There will be no exceptions to this policy.

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.** There will be no exceptions to this policy.

Scheduling Conflicts

Effective immediately, unfortunately, will not be to accommodate rescheduling/make-up classes due to non-emergency or health related incidents. These cancellations should be the exception, not the rule. It has become very difficult to attempt to accommodate all of our clients personalized schedules and still staff our programs appropriately. Just like sports, dance or any other program your child has committed to, we hope that art is something they look forward to attending each week and can make it on a regular basis. If you are having a significant change in your families' schedules and need to modify your program day, please speak to us directly and we will do our best to accommodate you.



No-Shows

We appreciate that this is an enrichment program for your children and that life sometimes gets in the way and you may occasionally *forget* to attend a session. 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. There will be no exceptions to this policy.

In this current economy, the cost of supplies has almost doubled for us but we are trying to do our due diligence and not pass those additional expenses onto our clients. It is our intention to hopefully not have to raise our pricing for this year. When attendance is down on top of that, our small business struggles to stay afloat.

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.

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 choice of a \$30 credit or a 9th class free!

With Gratitude,

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

Tina Rear