

VCA Cancellation Policy
12 Main Street, New Milford, CT 06776
(860) 354-4318

Club Mud Multi Media & Media Specific:

Missing Class: Please notify us of any impending absence, or your child is sick, so we know not to expect your child that day.

No School: If there is no school, there is no after school class.

Unexpected Early Closing:

- When there is an unexpected early closing or “no school day” due to weather or unforeseen reasons, there is no class & class is extended by 1 week.
- However: Parents who need their child to be dropped at VCA by their school bus, due to pick-up issues created by early dismissal, may opt for their child to come for an Open Studio day; but we must be informed by phone during the day.
- Open Studio consists of a \$12 Studio fee + cost of supplies. Please provide your child with a sufficient budget for creativity.
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Scheduled School Half Days:

- When there is expected early closings or ‘no school day’ due to parent/teacher conference etc. there is no class and class is extended by 1 wk.
- However: Parents who need their child to be dropped at VCA by their school bus, due to pick-up issues created by early dismissal, may opt for their child to come for an Open Studio day; but we must be informed by phone.
- The special fee for these instances is \$12 for the first 2 hours and \$5 each additional hour for Open Studio fee.

Evening and Weekend Classes for All Ages:

(Drawing Class, Clay Class, Cartooning Class etc.)

Bad Weather: Decision will be made 2 hours before start of class, please call for updated info.

Instructor Illness: If the instructor is ill or unavailable and qualified substitute is not available, class will extend one week.

Pottery Wheel/ Private Lesson Students:

Cancellation:

- If you have a scheduled lesson and you need to cancel, you must give 24 hour notice.
- If you do not call prior to the lesson, and do not show, you forfeit that lesson.
- Special circumstances will be discussed between student and instructor.

Birthday Parties & Special Events:

(Ladies night, Paint Alongs Etc.,)

Cancellation:

- If you cancel at least 2 weeks prior to your event, you will receive a full refund.
- If you cancel at least 1 week prior to your event, you will receive full credit for your deposit that can be applied to any future event/activity of your choice.
- If you cancel in less than one week prior to your event, you will receive credit equal to half of your deposit.
- If you cancel 24 hours or less prior to your event, OR do not come or call, your deposit is forfeit.

Birthday Parties:

- All of the above applies EXCEPT if you cancel 24 hours prior due to the Birthday child being sick. In this event you will be able to reschedule your birthday party on a later date. You will not receive a refund if you do not reschedule.
- Weather concerns will be handled on a by case by case basis.

Summer Camp Creation:

- If you cancel at least 2 weeks prior to your week, you will receive a full refund.
- If you cancel at least 1 week prior to your week, you will receive full credit that can be applied to any future event/activity of your choice.
- If you cancel in less than one week you will receive credit of equal to half of your payment for that week.
- If you cancel 24 hours prior to your week, do not come, or do not call, your payment is forfeit.