

# Syn Studio - Galerie Synesthésie : Policy Information

## 1. Registration Information

- a) Registration is based on a first come first serve system. A student is considered registered when the full payment is received, the registration form is filled out accurately and completely and is confirmed by an email from us (the student is sent an email with a link to the registration form after payment is made – if the registration is made in person, they are either sent a link to the form by email or directed to fill out the registration form in the studio).
- b) Payment may be made by credit card or PayPal by clicking the link on our course Web page. Payment may also be made in person (with appointment) by cash, cheque or money order. Finally, payment may be made by cheque (mailed to : Galerie Synesthésie : 94 St. Catherine East, #7, H2X 1K7) – make sure to include your email on the cheque!
- c) Maximum class size varies by instructor preference and typically ranges from 4 to 12 students. For instance, beginner painting is limited to 10 students, however beginner comic book class sizes may range up to 16 students. Classes rarely go beyond 12 students. Most very advanced and master classes range from 4 to 8 students and average 6 students. Workshops may have larger class sizes.

## 2. Workshop credits and free t-shirts

Workshop credits and free t-shirts can be given, to some students who register early, as part of a special promotion.

- a) To use a workshop credit **when the credit is greater than the price of the workshop**, the student simply registers themselves for the workshop using their online student profile (internet registration form), without having to pay any additional money. The receipt number is the same as the one for the last class purchased. If the student has credit left over then they can use this towards another workshop.
- b) To use a workshop credit **when the credit is less than the price of the workshop**. The student simply registers for the workshop normally, paying the full price. On the day of the workshop, the student simply brings their receipt numbers (for all classes and workshops for the current semester) and gets refunded the amount of the credit plus taxes (by cheque).
- c) The workshop credits promotion applies only to the same semester as the offer is given. If a student cancels a course after receiving a free t-shirt or attending a workshop and requests a refund, the full price of these items will be deducted from the final refund. The t-shirt costs \$20 + taxes.

## 3. Course Changes or Cancellations

- a) Syn Studio - Galerie Synesthésie reserves the right to postpone any class or workshop by a week or two, cancel any course, limit course size or substitute instructors for those listed in the schedule should it be necessary.
- b) If your course or workshop is cancelled before it begins, you will receive a full refund.
- c) If a course must be cancelled after the course has begun (ex: an instructor falls ill and suitable replacement is not available), the students will be refunded a prorated amount based on the number of courses that were actually held.
- d) Syn Studio - Galerie Synesthésie reserves the right to cancel your registration if your behaviour is inappropriate. Regular refund policies will apply.

## 4. Refund Request Policy

- a) All workshop and course prices include a non-refundable \$50 deposit.
- b) For all workshops there is a no refund cancellation policy for cancellations WITHIN 7 days of the start of the workshop or any time after.
- c) Refund request must be received via email and will go in effect on the date received. You must REQUEST A RETURN RECEIPT and the date opened is the date received.
- d) Course refunds will be issued per the following:

- 100% Refund MINUS THE NON-REFUNDABLE \$50 DEPOSIT  
*will be issued for courses cancelled BEFORE 7 days from the 1<sup>st</sup> day of the course.*
- 80% Refund MINUS THE NON-REFUNDABLE \$50 DEPOSIT  
*will be issued for courses cancelled WITHIN 7 days from the course start date.*
- 50% Refund MINUS THE NON-REFUNDABLE \$50 DEPOSIT  
*will be issued for courses cancelled on the 1<sup>st</sup> course date and before the 2<sup>nd</sup> course date.*
- No refund will be issued for courses cancelled on or after the 2<sup>nd</sup> course date.
- PLEASE ALLOW UP TO 4 WEEKS TO PROCESS REFUNDS

#### 5. **Transfer Policy**

- a) All Students must e-mail a transfer request to transfer from one course to another.
- b) There is a \$25 fee for all transfers (provided your request is approved).
- c) If the cost of the new course transferred into is less than the initial course, the regular refund policy will apply.
- d) Last day for transfers is before the 2<sup>nd</sup> course date.

#### 6. **Absences**

Due to the nature of these courses, it is not possible to re-take missed classes at a later date. Since we cannot refund missed classes, we strongly advise students to make it to each class to get the most from each session. That being said, the average student will miss one or two classes each semester and will still be able to keep up and get a lot from the course. Teachers will often be happy to let you know what you missed and sometimes can direct you towards resources such as books and online tutorials which will help you make-up for some of what you missed.

#### 7. **Bounce Check Policy**

There is a \$35 fee for all checks returned as N.S.F. This fee plus the amount of the original check must be paid by cash or money order prior to the start of the next course session.

#### 8. **Substitution Policy**

Syn Studio - Galerie Synesthésie reserves the right to provide qualified substitutes for its scheduled instructors in the event of professional or personal changes in schedule.

#### 9. **Materials Policy**

Syn Studio - Galerie Synesthésie does not provide art materials, computer hardware or software for any classes. About five days before the start of a class, Syn Studio - Galerie Synesthésie will email its students a list of required and recommended materials. The student has the option of bringing their own materials, buying materials at an art supply or computer store (there are computer and art supply stores nearby including a DeSerres on the corner of St. Catherine street and St. Denis, just five minutes walk from the school) or buying them from us. We do not guarantee that we have the materials you need in stock so it is recommended that you buy your materials from a dedicated store.