



## REFUND POLICY

All participants/students/applicants must be 18 years of age or older.

### Gift Card

#### ***Gift Cards Refund Policy:***

Non-refundable, non-transferable.

### Open Call

#### ***Open Call for Entry Refund Policy:***

Nonrefundable.

#### ***Volunteers (Fee Exemption):***

Fee Exemptions to volunteers cannot be claimed as cash back.

### Online Course

#### ***Online Course Refund Policy:***

Registration is successful when the full payment has been received from a participant/student.

All announced courses are subject to being **confirmed**,  **canceled**, or **postponed**.

An announced course is **confirmed** when the minimum of 6 (six) participants/students have successfully registered 5 days before the first day of the course.

After a course is confirmed, no refunds are available.

Participant/students may register for a course that is confirmed only if there is a place available in the course. Registration during this period (five days prior to the first day of class) is non-refundable.

Neither refunds nor credits are given for absences that occur during a course.

An announced course is subject to being  **canceled**. In the event of cancellation, registered participants/students will receive a 100% tuition refund. Online Courses may be canceled on short notice. In the unlikely event that an announced course is canceled, all confirmed participants will be notified to request one of the following:

- To transfer to another course announced by Sculptors Alliance that has been confirmed and still has open places\*
- Claim for credit with Sculptors Alliance to be used for another course in the future (withing one year); or
- Request a full refund.

An announced course may be **postponed** if the minimum of 6 (six) participants/students have not registered successfully. The Instructor/Teaching Artist may decide to postpone instead of to cancel. If a course is postponed, all registered participant/student will be notified, and they will be able to request one of the following:

- Transfer to another course that has been confirmed and still has open places\*
- Postpone to the same course with the same teacher for a future course
- Receive credit for another course in the future (to be used within one year); or
- Request a full refund.

If a participant/student chooses to cancel a confirmed course, she/he is entitled to hand over her/his registration to another person to substitute her/his place in the course (in which she/he is registered) before the course begins, at no additional charge. Sculptors Alliance does not accept impersonators, therefore, the person who will be receiving the instruction is required to register, provide all the contact information, Emergency Contact, and agree to the Sculptors Alliance Policy, Releases, and Conditions.

### ***Participants/students using Discount Coupons:***

Discounts Coupons are available to NYC residents, made possible through financial sponsorship. This benefit is not to be abused.

Participants/students who register using Discount Coupons must commit to attending all sessions of the course.\*\*

Participants/students who register using Discount Coupons who miss 3 hours of class are obligated to pay a penalty equal to the cost of the course in full.

Discount Coupons are available for one course per semester. If a participant/student registers for several courses using the Discount Coupon, the participant/student will be contacted to pay for the other course or to withdraw voluntarily from the extra courses (the participant/student will be able to choose which one of the courses to keep). If there is no response from the participant/student, the Registrar will make the decision.

Courses paid with a Discount Coupon are nonrefundable and the discounted amount cannot be claimed as cash back.

## Request for Refund

### ***Request for Refund Forms:***

Please submit the completed form. Refunds will be made to the participant/student by check, credit card or PayPal (based on the original method of payment) upon submission of the Refund Form. Please verify your address and allow two weeks for the processing of a check.

### ***Via Online Form***

To fill the form online visit: <http://www.sculptorsalliance.org/refund-form>

**Via Email:**

Requester must send an email to: [refund@sculptorsalliance.org](mailto:refund@sculptorsalliance.org)

Providing the following info:

*Name:*  
*E-mail:*  
*Date of Registration:*  
*Phone Number:*  
*Class SKU:*  
*Instructor's Name:*  
*Name of the Course (to withdraw from):*  
*Course Start Date:*  
*Course End-Date:*  
*Reason to request a refund:*  
*Select how you would like to receive the refund:*  
*Check, Back to the Credit Card, Back Via PayPal, or Credit toward a future class at Sculptors Alliance.*

Any questions please email: [info@sculptorsalliance.org](mailto:info@sculptorsalliance.org)

\* Most courses have a maximum of 15 places for participant/students.

\*\* Courses usually include a total of 12 hours of online instruction. The number of class sessions varies depending on the individual teacher and can vary from 1 hour to 4 hours.

**NOTES:**

† Sculptors Alliance is committed to maintaining an environment that fosters courtesy, respect, and appropriate conduct among all those associated with Sculptors Alliance programs, including instructors, participant/students, applicants, staff members and visitors. Refunds and Credit may be applied at the discretion of Sculptors Alliance's Registrar.

†† Sculptors Alliance reserves the right to deny registration.