**Education Policy**

Please read the education policy thoroughly before booking classes, to avoid any confusion.

**Registration & Tuition**

Course enrollments are limited and classes are filled on a first-come, first served basis. Payment is due at the time of registration. You will be contacted only for changes in scheduling, cancellations, or if the class is full. We accepts all major credit cards including Visa, MasterCard, Discover, American Express or cash. We do not accept checks.

**Refunds & Credit**

We reserve the right to cancel or discontinue any class, in which case you may choose to receive a refund, or apply the credit towards a different course or receive a tuition credit.

Withdrawals from class 7-days prior to the start of the class may receive a full refund for the class minus a $20 processing fee. If cancellation occurs 3-6 days prior to the class, we will provide a 50% refund. Cancellations 48 hours or less may receive a 25% refund. Refunds will not be provided for no-shows or same-day cancellations.

We do not refund tuition for classes that students miss due to their own circumstances. Students may make-up missed class in another section of the class, as long as there is an empty seat. If no seats are available, then a student may request a written survey of the missed class distributed via email.

All refunds are issued via Sawyer or the service used to purchase the class/es. Refunds can also be applied towards a tuition credit. Refunds will be received within 7 days.

Rescheduling a class must take place at least 24 hours in advance to the class. Students are allowed to be rescheduled once. We cannot provide a refund for missing a rescheduled date.

We do not offer partial refunds for missing a session in a multi-session class.

Students must reschedule their class that same day.

**Discounts**

A 10% discount is available to currently-enrolled students with photo ID from their institution.

A 20% discount is available to current Studio Membership holders or past Carousels’s students to any of our available classes.

**Holidays**

Carousel’s is closed in observance of most major holidays including, but not limited to: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. In most cases, the shop will also close for the weekends surrounding these holidays. If class schedules overlap holiday closures, the class will skip these dates and pick up the following week on the same day of the week. These dates will be noted in the printed class schedule and on the website. On occasion, special arrangements may be made between instructors and students.

**Children & Teens**

Teens 17 & up may register for adult classes. Students aged 12-18 may enroll in the class as long as their parent or guardian thoroughly completes our registration forms and liability waiver.

**Materials & Supplies**

All materials for class are included in the tuition. If additional materials are requested by the student outside of the ones provided, students are responsible for suppling them. Materials for use during Open Studio hours are to be provided by the student. Students are welcome to bring their own tools, but the shop is not responsible for their loss or damage. All screens provided by the studio for the duration of the class will be reclaimed after the close of the course. At no time may tools or supplies belonging to Carousel’s be removed from the studio.

**Project Storage**

Instructors will show students where projects may be stored. Project and materials must be clearly labeled with the student’s name. All property must be removed at the end of the last class unless the student receives special permission from Carousel’s or purchases a Studio Membership to complete their project. The shop may dispose of property left without permission. Carousel’s is not responsible for lost, stolen, or damaged property.