



SHARZ ART DESIGN - POLICIES

STUDENT UNABLE TO ATTEND SCHEDULED CLASSES

We understand that school activities, personal activities and sickness can affect class attendance. To help us cope with absences and be able to offer makeup (replacement class) classes to other students please see below our cancellation structure.

- Notification 3 or more days (72 hours) prior to your class commencement time - a makeup (replacement) class will be offered or a credit to your account will be given.
- Notification between 72 and 12 hours prior to your class commencement time - a makeup- (replacement) class will be offered.
- 12 hours or less prior to your class commencement time - a makeup (replacement) class will be offered at our discretion - we understand sickness can strike in less than 12 hours before a class and will make allowances for this.
- If you fail to let us know you are unable to attend a scheduled class, the full lesson price will be charged to your account.

TO LET US KNOW YOU ARE UNABLE TO ATTEND A CLASS - you can email us - enquiries@sharzartdesign.com, text us - 0418691700 or cancel through the booking reminder.

Please note:

- Please don't send a student to class if they are unwell, sickness should not be shared, we may have to close the studio to recover from sickness which inconveniences many people, so please stay home if you are unwell.
- We have the right to refuse bookings if your account is in arrears.

MAKE-UP LESSON POLICY:

A makeup class (replacement) class will be offered when we have vacancies in our normal lesson time frames or during a school holiday scheduled class that has a vacancy. This maybe on a different day or time or an extension of a current class time over one or more weeks. You have 10 weeks from your unattended lesson to book and attend your makeup class. If you are unable to makeup the class

in this time, you forfeit your lesson. We are unable to reschedule a makeup lesson (ie makeup a makeup lesson)

PAYMENTS:

Invoices can be paid via Paypal, direct debit, EFT at studio or cash. Payments are due as per due date on the invoice. For direct debit payments, please refer to invoice for bank account details. Please notate your invoice number or surname on the invoice as reference.

Please Note:

- We have the right to refuse bookings if your account is in arrears.

CANCELLATION OF AN EVENT:

- Any events scheduled by Sharz Art Design will only go ahead if there is 4 or more people booked into the event. Arrangements can be made to go ahead with the booking if there are less than 4 people, however, extra charges may apply.

- Cancellation of a birthday party or event (e.g. paint and sip) that has been booked with us can be made 3 days or more with no penalty and any deposits refunded. Any cancellations made within 72 hours of the event will result in us retaining the deposit or a fee of \$30 being charged.

Please note: our private class rate is \$100 per hour.