



WORKSHOP PAYMENT & REFUND POLICY

All Book Arts Classes require advance registration, unless otherwise noted. It is highly recommended to register in advance to avoid workshop cancellation, as workshops can cancel due to low attendance (see more below under Cancellation & Refunds). By registering, you agree to receive notifications from the WNY Book Arts Center.

UNLESS OTHERWISE NOTED:

- Advanced registration and pre-payment are required for all workshops at Book Arts.
- All workshops will take place at Book Arts.
- All workshops and have no prerequisite knowledge required.
- Sold out classes will accept a waiting list.

PAYMENT OPTIONS:

- Book Arts accepts workshop payments online, by phone or in person.
If you would like to pay over the phone, please call 716-348-1430 during our open hours Wednesday–Friday 12-6pm and Saturday 10am–4pm.
- To register for a workshop with a Gift Certificate, redemption must be made over the phone or in person, before the workshop.
- Your registration is only guaranteed once payment is processed.

CANCELLATION & REFUNDS:

- Cancellations **made one week or more before a workshop will receive a full refund, minus any service fees applicable.**
- If you can no longer attend a workshop and would like to transfer your registration to a friend or family member instead of cancelling, please let us know by calling 716-348-1430 or emailing rosemary@wnybookarts.org.
- Cancellations made by a registrant **less than 1 week before a workshop will not receive a refund.** A Workshop Credit may be able to be given depending on the circumstances of the cancellation.
- A Workshop Credit may be used, only once, for another workshop in the case of an emergency, sickness, or extreme weather. A Workshop Credit must be decided within one week of cancellation. If the Workshop Credit does not equal the newly scheduled workshop price, the difference must be paid to ensure your registration.

***Occasionally classes are cancelled by Book Arts due to low registration, instructor illness, or extreme weather. In the event of a class cancellation by Book Arts, registrants will be notified prior to the class and a full refund will be issued. In the event that a class is rescheduled, registrants will be notified.*