



PRIVATE GROUP WORKSHOP PAYMENT & REFUND POLICY

All Book Arts group workshops require advance notice of approx. 2 weeks. By booking a group workshop, you agree to receive notifications from the WNY Book Arts Center.

UNLESS OTHERWISE NOTED:

- In-person group workshops will take place at Book Arts. Our studio and galleries are located on 2 floors, accessible by elevator and stairs. If your group has additional accessibility requirements please let us know, we are happy to accommodate.
- Virtual group workshops will be hosted over Zoom. Upon booking & confirmation of payment, we will send out a workshop link to your group's main contact. At this time we will also arrange for material pick up at our location, or shipment of materials to participants at an extra fee.
- If applicable, all custom artwork/quote is due no later than 1 week before your workshop.
- No prerequisite knowledge required to attend.

PAYMENT OPTIONS:

- Pre-payment is required for all group workshops at Book Arts. Upon scheduling, we will email you a link to pay online via credit card. Please contact us for alternate payment methods. Payment must be made at least two weeks before your visit to ensure booking.
- If you would like to pay over the phone, please call 716-348-1430 during office hours Wednesday-Saturday 12-3pm.
- Your booking is only guaranteed once payment is processed.

CANCELLATION & REFUNDS:

- Cancellations made one week or less before your scheduled group workshop will not receive a refund. Should your group cancel with more than one week notice before your scheduled workshop, a full refund will be given minus any applicable fees.
- In the event a state mandated closure or positive COVID diagnosis affects the running of your group workshop, we will work with you to reschedule the group workshop date. A refund may be given if a rescheduled date cannot be scheduled within a reasonable time.

HEALTH & SAFETY:

- Book Arts is dedicated to the health & safety of all visiting group participants, members, volunteers, and staff.
- All participants are required to wear a face mask that covers both nose and mouth for the duration of your visit, in accordance with NYS mandates. If a participant forgets a mask, we provide paper masks. Children under 2 are not required to wear a mask.
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- If a member of your group is unable to wear a mask due to a medical condition, please let us know when booking, or in advance of your visit.
- Hand sanitizer is made available throughout our facility and will be used especially when handling any tools in the group workshop.
- Participants are asked to observe all posted signs and distancing markers throughout our facility for the duration of your visit.