

Tesserae Mosaic Studio, Inc. Policies & Procedures

Classes & Workshops

All classes have a minimum and maximum participation number; therefore payment (and commitment) in advance of scheduled date is required. You will always be advised in advance if there is any preparation, additional supplies, or special tools needed prior to the first class.

Payment

Payment in full is due upon registration, regardless of payment method, and must be received to reserve your spot. We accept Visa, Mastercard, and Discover. Registration and payment may be completed in person, over the phone, or via US mail (as outlined in the registration form). Material fees are payable upon the first day of class.

Withdrawal & Refund Policy

Notification of withdrawal must be submitted in writing (via mail, email, or in-person) and refunds will be made as follows minus a \$25 processing fee.

Regular Workshops & Classes

30 or more days before course start date	100% refund
14 to 30 days before course start date	100% studio credit (for classes, workshops, open studio)
14 days or less before course start date	No refund or credit

Visiting Artist Workshops

Because travel (airfare, accommodations) is required for visiting artist workshops for both the instructor as well as some students, visiting artist workshop refunds have a different timeline.

60 or more days before course start date	100% refund
30 to 60 days before course start date	50% refund
30 days or less before course start date	No refund or credit unless the spot can be filled from a waitlist. In the event that a spot can be filled, a 40% refund will be issued.

Studio credit, gift certificates, and open space credit are valid for 1 full year from the date credit is issued. You will receive a certificate of credit with a date of expiry.

There are no exceptions to these policies, including any and all unforeseen circumstances. Tesserae Mosaic Studio, Inc. reserves the right to change, alter, and/or amend the Refund and Withdraw Policy at any time.

Missing Classes

Tesserae Mosaic Studio, Inc. does not grant make-up classes for missed classes. In the event of an emergency or unusual circumstance, requests for make-ups will be considered on a case-by-case basis. All decisions are final. We ask that you contact the studio if you will be missing a class.

Children's Summer Art Camp Refund Policy

Payment in full is due upon registration. Children's Summer Camp fees are non-refundable unless we are able to fill the vacancy. If you are registering more than one child at a time, installment payment arrangements can be made. Please contact the studio if you have any inquiries.

Cancellation Policy

If our minimum student requirements are not met, we reserve the right to cancel the class. In the case of a class cancellation, you will receive a full refund or credit for another class of your choice.

Inclement Weather

We take the safety of our students and staff seriously. Please contact the studio for information regarding inclement weather. We do not follow the Richardson ISD closings.

Liability & Responsibility

Tesserae Mosaic Studio, Inc. is not responsible for work, materials, or belongings that are in class during class time or left behind after the conclusion of a course or workshop. All students will be asked to complete an emergency contact form and a hold-harmless statement prior to working in the Tesserae Mosaic Studio, Inc. studio space.

Conduct Policy

We expect all students to respect the property of Tesserae Mosaic Studio, Inc., fellow students, and the occupants of the Richardson Tech Center. Please be sure to follow parking laws when parking in the Richardson Tech Center parking lot. Students are allowed to park in the front or in spaces located in the rear. Ring the rear doorbell for entry.

We expect all students to clean up their own workspaces at the end of class and return all materials back to where they were found. As storage space is limited, you must receive permission to leave a project on which you are working in any on-going weekly class.

Please do not put adhesives or grout in the sinks as it will clog the pipes.