

Cancellation & “No-Show” Policy

Life is complicated and things happen – we understand that, and we try to be as flexible as we can with our reservations. That said, we are also an organization that works hard to offer fair and equal access to our resources. In order to ensure that ALL the members of our community benefit from our services, we have a simple policy:

For classes:

- Cancellations received at least 14 calendar days before the start date of the class shall receive 100% credit or 100% refund.
- Cancellations received at least 7 calendar days before the start date of the class shall receive 100% credit or a 50% refund.
- Cancellations received fewer than 7 days before the class shall not be credited or refunded.
- No-shows: If a member fails to show up for a class with no notification by phone or email, there will be no refund of the class fees, AND there will be a \$500 No-Show Fee deducted from the member’s yearly budget.

Making up missed classes:

Members must take all classes in a course to pass the course. When class members drop in and out of classes it is disruptive of the learning experience for their fellow students, not to mention for themselves. We try to be reasonably flexible, but students are urged to verify that they are available for every class in a course before they sign up for it.

Our policy on making up missed classes is:

If you miss ONE class of a multi-class course (e.g. Studio Video Production), you may make up that one class by attending the same class (e.g. “Night 4”) during a future offering, as long as that happens within a calendar year, and depending on space in the class.

Members who miss more than one class in a course must re-take the course. No refund or credit will be given.

For equipment rentals:

We are a busy organization and we try to give everyone we work with good service. When producers make equipment reservations and change their plans last-minute, it means that someone else who could have used the equipment didn’t get the chance, and the equipment will sit there unused. It also means that staff time reserving, prepping, and pulling the equipment has been wasted. For these reasons, we have the following Cancellations and No-Show policy for equipment:

- Cancellations received at least 72 hours before the start date of the reservation will receive 100% refund.
- Cancellations received less than 48 hours before the reservation will not be refunded.
- No-shows: If a member fails to show up for a reservation (e.g. equipment pickup, edit session, or studio time) with no notification by phone or email, in addition to having no refund, a \$500 No-Show Fee will be deducted from the member’s yearly budget.