

# 2022 Touchstone Cancellation Policy

(Effective 11/30/2020, Updated 11/22/2021)

*\*The 2022 Cancellation Policy may change as WHO/CDC/local regulations and guidelines change.*

## POLICY OVERVIEW

The Cancellation Policy\* will be kept as flexible as possible for the 2022 season due to the ongoing pandemic, and we will again use a modified policy due to COVID-19 concerns. Cancel 30+ days out from your workshop, receive all monies less the nonrefundable COVID-19 fee as a refund. Cancel less than 30 days and up to 24 hours prior to your workshop, receive all monies less the nonrefundable COVID-19 fee and a cancellation fee (see chart below). Please contact us as early as possible if you need to cancel so we can try to fill your space with another participant, lessening the burden of absorbed costs to the organization due to cancellations. Virtual workshops are nonrefundable, unless cancelled by Touchstone.

## EXPLANATION & POLICY

Our 2022 season will continue to accept registrations with limited capacity in our workshops due to the continuing pandemic. We will continue to forego our standard cancellation policy and again use a modified cancellation policy. This is being offered purely due to COVID-19 concerns.

We will continue to offer a refund (less a reduced cancellation fee and nonrefundable COVID-19 fee) up until 24 hours prior to the start of your workshop, should you need to cancel. **We ask that you cancel at least two weeks (or more) in advance of your workshop, as planning for your arrival on campus means ordering materials and/or food as well as additional preparation expenses that we will then absorb due to each withdrawn registration.** Cancelling in advance also provides the possibility for another participant to utilize the space in the workshop. Late cancellation is being made available specifically for anyone who thinks they may have been exposed to the virus to cancel without the typical penalty.

All virtual workshops are nonrefundable, unless cancelled by Touchstone.

Safety concerns are paramount – anyone who is experiencing symptoms of COVID-19, who has been exposed to someone with COVID-19 diagnosis/symptoms, or who has been diagnosed with COVID-19 within 15 days of a workshop cannot attend a Touchstone workshop.

Participants who cancel a registration 30 or more days prior to the start of the workshop date will receive a full refund of their paid deposits less the nonrefundable COVID-19 fee. Participants who cancel less than 30 days prior to the start of the workshop date will be assessed a cancellation fee based on the length of the workshop and Touchstone will retain the COVID-19 fee (See chart below). If a workshop is cut short due to someone experiencing symptoms of COVID-19, the workshop will be prorated for a refund based on the days cancelled. Participants

who decline to abide by safety policies/procedures instituted may be asked to leave without refund of any monies, regardless of time remaining in their workshop.

<b>Workshop Length</b>	<b>Cancellation Fee / COVID-19 Fee*</b>
1-Day Workshop	\$20 / \$10
2-Day Workshop	\$40 / \$10
3-Day Workshop	\$60 / \$15
5-Day Workshop	\$100 / \$20

\*The COVID-19 fee is nonrefundable.

Touchstone is not responsible for materials purchases or for nonrefundable or prepaid travel and/or off-campus lodging arrangements. We encourage workshop participants to lodge on Touchstone's campus .

Touchstone makes every effort to run each scheduled workshop; however, the organization reserves the right to cancel a workshop for any reason (primarily low enrollment). Touchstone will make cancellation notifications for onsite workshops at least 14 days prior to the start of the workshop and at least 7 days prior to virtual workshops. If Touchstone cancels a workshop, participants will be able to 1) transfer to another workshop without incurring a transfer fee, 2) receive a full refund, or 3) donate their workshop tuition to Touchstone's scholarship program (Touchstone is a charitable 501(c)(3) nonprofit organization, EIN 23-7258132).

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