

2024 Touchstone Cancellation Policy

(Effective 11/30/2020, Updated 11/7/2023)

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

POLICY OVERVIEW

Touchstone's Cancellation Policy has been modified each season since the 2020 COVID-19 pandemic. Our current policy is as follows:

- Participants who cancel more than six (6) weeks prior to the start date of their workshop will receive all monies less the nonrefundable processing fee and reduced cancellation fee (15% of total tuition price).
- Participants who cancel between three and six (3-6) weeks prior to the start date of their workshop will receive a 50% refund of all monies paid to Touchstone. This includes tuition, housing, meals, materials, and other fees.
- Participants who cancel less than three (3) weeks prior to the start date of their workshop will not receive a refund for any monies paid.
 - o Stay home if you are sick! If you need to cancel less than three (3) weeks prior to your workshop because of an unexpected illness (COVID-19), you may qualify for credit of paid tuition and housing to be used by the end of the 2024 season. Meals and materials fees are nonrefundable and will not be issued a credit. Any unused credit remaining at the end of the season will be forfeited.
- Date Nights, community wood firings, and youth workshops are nonrefundable, unless cancelled by Touchstone.
- Touchstone is not responsible for materials purchases or for nonrefundable or prepaid travel and/or off-campus lodging arrangements made by workshop participants in the event of any cancellation (whether by the participant or Touchstone).

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 at least 14 days prior to the start date of the workshop. Notification for workshops that must be cancelled due to unforeseen (emergency) circumstances will happen as soon as possible.

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 a portion/all of their workshop fees to Touchstone's scholarship program to benefit deserving students (Touchstone is a charitable 501(c)(3) nonprofit organization, EIN 23-7258132).