



## PAYMENT

A 50% deposit is due upon registration. The remaining balance is due 2 weeks prior to course start date, unless otherwise noted. Workshops/Seminars that total under \$150 are to be paid in full at time of the registration.

## RECEIPT OF PAYMENT

For all online enrollments, a receipt of payment will be generated and sent automatically to the student's email account. For all phone, fax, mail or in-person enrollments, a receipt of payment will be generated and sent to the student's email account within one week of receiving payment. Two weeks prior to the workshop start date, each student will receive a separate email providing information concerning parking, directions and what to bring and the remainder of the balance is due at this time.

## REFUND POLICY

A \$25 administrative fee will be charged on all refund requests. The request must arrive greater than two weeks prior to the workshop start date. No refunds will be provided for requests arriving two weeks or less prior to the workshop start date. All refund requests must be submitted in writing via email to [workshops@luzgallery.com](mailto:workshops@luzgallery.com)

A refund will not be issued if you do not show up for your registered course, or if you register for a course beyond or below your skill or ability level.

Upon receipt of a refund request, students will be provided the option of receiving course credit towards the purchase of another workshop. If a student elects to receive credit, a voucher will be sent to the student's email address. To redeem course credit, please email or mail the original voucher to Lúz Gallery. Credits will not be honored unless the original voucher is sent and received.



**Note:** Special Guest, Master Sessions and Travel Workshops carry different refund policies. Please refer to “Special Guest and Master Sessions Refund Policy” and “Travel Workshop Deposit, Payment and Refund Policy” sections.

## TRANSFERS

Students may elect to transfer applicable course fees towards the purchase of another workshop, limit of one transfer per class. All transfer requests must adhere to the refund policy noted above and/or in conjunction with Special Guest and Travel Workshop refund policies.

## CANCELLATIONS

On occasion a workshop may cancel due to low enrollment or unforeseen instructor conflicts. If such a case occurs, all tuition will be refunded in full.

Lúz Gallery will not be responsible for reimbursement of travel expenses of any kind. We will do our best to notify all students of a cancellation in a timely matter.

## MASTER SESSION REFUND POLICY

A 50% deposit is required to reserve space in a Master Session workshop.

The balance is due 30 days prior to the course start date. Refund requests arriving 30 days or greater before the start date will result in a \$50 administrative fee. No refunds will be provided for requests arriving 30 days or less to the start date. All refund requests must be submitted in writing via email to [workshops@luzgallery.com](mailto:workshops@luzgallery.com)

If a student wishes to receive credit for a “Special Guest, or Master Session” he or she must do so at least 30 days prior to the workshop start date. Less than 30 days of the workshop start date, the option of receiving credit does not apply and students must adhere to the “Special Guest, Master Session Workshop” Refund

1844 Oak Bay Ave, Victoria, BC, Canada V8R 1C5 P: 250.590.7557

[www.luzgallery.com](http://www.luzgallery.com)



Policy.

## TRAVEL / DESTINATION REFUND POLICY

A \$500 NON-refundable deposit is required to reserve space in a Travel/ Destination workshop. The balance is due 90 days prior to the course start date, unless otherwise noted.

All payments made are non-refundable for Travel / Destination workshops and we strongly suggest you purchase trip cancellation insurance to cover any cancellation fees applicable.

Refund requests arriving 90 days or greater before the start date will result in removal from the workshop, but deposits are not refundable (transfers or credits may be considered if your space can be filled). No refunds will be provided for requests arriving 90 days or less to the start date. All refund requests must be submitted in writing via email to [workshops@luzgallery.com](mailto:workshops@luzgallery.com)

Note: Each tour requires a minimum number of participants. Should the trip fail to achieve minimum number, Lúz Gallery reserves the right to cancel the workshop and refund any deposits received. Refunds will be issued within 30 days of cancellation note. All participants will be notified a minimum of 60 days prior to departure of any changes to the advertised itinerary.

Additional questions or comments should be directed to [workshops@luzgallery.com](mailto:workshops@luzgallery.com)