



Syn Studio

ART SCHOOL
CESTAR COLLÈGE 

Cestar Collège - Syn Studio: School Policies

1. Registration Information

- a) Spots in our classes are filled on a on a first come, first serve basis. In order to reserve one's spot, the registration fee must be paid in full. The student will be officially registered once payment is received. Payment plans for individual classes are not offered.
- b) Payments may completed either with credit card or Visa debit card directly on our website, or via PayPal payment request. In the latter case, the student or payee must send an email requesting a PayPal payment request to info@synstudio.ca.
- c) Maximum class size varies by instructor preference and can go up to 20 seats.
- d) The minimum age required to participate in our courses is 14 years old. It should be noted however that each class is categorized into levels and also has specific prerequisites. Students should ensure that they meet the requirements for each class before registering or consult our team at info@synstudio.ca for advice on which classes are most suitable for them.

2. Course Changes or Cancellations

- a) Cestar Collège - Syn Studio reserves the right to postpone any class or workshop by a week or two, cancel any course, limit course size, or substitute instructors should it be necessary.
- b) If your course or workshop is canceled before it begins, you will receive a full refund.
- c) If a course must be canceled after the course has begun (i.e. an instructor falls ill and a suitable replacement is not available), the students will be refunded a prorated amount based on the number of courses that were actually held.
- d) Cestar Collège - Syn Studio reserves the right to cancel your registration if your behavior is inappropriate. Regular refund policies will apply. (See Code of Conduct below).

3. Refund Request Policy

- a) All course prices include a non-refundable \$50 deposit.
- b) For all workshops and events it is not possible to request a refund WITHIN 7 days of the start of the workshop or any time after.
- c) Refund requests must be sent via email to info@synstudio.ca and will go in effect on the date received.
- e) Individual course refunds will be issued per the following:
 - A 100% refund (minus the non-refundable \$50 deposit) will be issued for courses canceled more than 1 week before the course start date.
 - An 80% refund (minus the non-refundable \$50 deposit) will be issued for courses canceled WITHIN 7 DAYS before the course start date.
 - A 50% refund (minus the non-refundable \$50 deposit) will be issued for courses canceled on the course start date AND BEFORE the 2nd course date.
 - No refund will be issued for courses canceled on or after the 2nd course date.
 - Please allow up to 2 weeks for refunds to be processed.
- f) Class Bundle term refunds will be issued per the following:
 - A 100% refund (minus the non-refundable \$50 deposit) will be issued for a Class Bundle term that is canceled more than 1 week before the term start date.
 - An 80% refund (minus the non-refundable \$50 deposit) will be issued for a Class Bundle term that is canceled WITHIN 7 DAYS before the course start date and before the end of the first week of the term.
 - On the Monday of the second week of the term, no refunds will be issued.
 - Please allow up to 2 weeks for refunds to be processed.

4. Transfer Policy

- a) All Students must e-mail a transfer request to info@synstudio.ca transfer from one course to another within the same term.
- b) There is a \$25 fee for all transfers (provided your request is approved and there is room in the requested class) if the request is made in the week prior to the start of the class date and before the second course date.
- c) All course transfer requests must be sent before the 2nd course date. No transfers will be permitted after the second course has taken place.
- d) If the cost of the new course transferred into is less than the initial course, the difference will be refunded.

5. Class Bundle Term Transfers:

Should a Class Bundle student no longer be able to attend a term due to changes in circumstances, or a personal or medical emergency, they must e-mail a term transfer request to info@synstudio.ca before the start of the term which they wish to transfer out of.

5. Absences

Due to the nature of these courses, it is not possible to re-take missed classes at a later date. Since we cannot refund missed classes, we strongly advise students to make it to each class to get the most from each session.

That being said, since classes are recorded live, with video recordings uploaded roughly 48 hours after the class has taken place, this allows students to review previous lessons, or to participate even if their time zone or schedule does not allow them to attend the classes live. Students that submit questions and homework assignments without attending the live classes can still receive correspondence from their teacher(s).

6. Substitution Policy

Cestar Collège - Syn Studio reserves the right to provide qualified substitutes for its scheduled instructors in the event of professional or personal changes in schedule.

7. Materials Policy

Cestar Collège - Syn Studio does not provide traditional art materials, computer hardware or software for any classes. Material lists are published on the website on their respective class pages. These material lists will often mention recommended brands, but students are not required to purchase those exact brands if they are not available to them or, if they already have similar materials at their disposal.

Some traditional and special classes may allow students to complete their assignments digitally (in Photoshop or in other similar programs); this information will be indicated on the webpage if it is possible.

8. Code of conduct

Students must conduct themselves respectfully towards peers, teachers and staff in all environments and in all means of communication.

Cestar Collège - Syn Studio has the right refuse service; no physical, verbal or written harassment will be tolerated. This includes, but is not limited to, threats or foul language.

Our [Code of Conduct - Policy to Prevent and Counter Sexual Violence](#) can also be found on our website.

If you have any questions about our policies, please feel free to contact us at info@synstudio.ca or call 1-514-998-7625