



DOUGHERTYARTSSCHOOL

1110 Barton Springs Road, Austin, TX 78704

Registration Office:
Phone: 512-974-4040
Fax: 512-974-4039

Registration Office Hours:
Mon-Thurs: 9AM-6PM
Friday: 9AM-5:30PM
Sat-Sun: Closed

www.doughertyartscenter.org

Dougherty Arts School Adult Class Participant Policies and Procedures

When can I register?

Registration dates are located on the back cover of the brochure, on the Dougherty Arts School website and are also posted in the registration office. Each participant must complete a registration form (front and back), which is included in this brochure and on the Dougherty Arts School website. Full payment is required to secure a spot in the class. Registrations will be accepted in person at the Dougherty Arts School, by fax or by telephone. No registrations or faxes will be accepted prior to 9AM on the first day of each registration date (refer to registration dates prior to submittal). Registrations received prior to 9AM on the first day of registration will be returned without being processed.

Payment

Adult Programs require full payment at the time of the registration.

Cancellation & Refunds

Program attendance is the responsibility of the participant. Failure to attend a class does not entitle a participant to a transfer, make-up, prorate or refund. Registration fees are refundable in full only if the Arts School has cancelled the class. Registrations cancelled at least 7 days prior to the first day of class may be issued a refund, minus a \$35 non-refundable deposit. If the receipt amount is \$35 or less, the refund will be half of the class fee. No refunds are issued for registrations that are cancelled without 7 days advanced notice. Refunds are issued to the charging credit card, by check from the City of Austin (please allow 4 - 6 weeks for processing) or you may apply the credit to your account, which may be used by any immediate family member for any program offered at the Dougherty Arts School for up to one year. Please note that refunds under \$10 will only be made to the charging credit card or to credit your account. We are sorry that we are unable to process refund checks under \$10 at this time. There is a \$25 cash fee on all returned checks.

Transfers

A transfer requires a cancellation and re-registration into another class. All procedures listed for cancellations apply to transfers. Failure to attend a class does not entitle a participant to a transfer, make-up, prorate or refund. If the Dougherty Arts School cancels a class due to low enrollment and you wish to transfer to another class you will not have to pay the \$35 non-refundable deposit. A student wishing to transfer from one class to another with the same instructor and without affecting the minimum enrollment may do so only once during a session without penalty two days before the first class meets.

Minimum Enrollment

Each class needs a minimum number of students to enroll before the class can "make". If the minimum enrollment has not been met 2 business days before the class begins, the class will be cancelled. Any students who enrolled in the class will be notified by telephone, and

may transfer to a different class or be issued a refund (see refund procedure). We encourage all students to enroll as soon as registration begins. Class receipts confirming registration has been processed will be mailed along with a copy of the Dougherty refund policy. Please check your phone messages in case a class is cancelled after the payment receipt has been sent.

Waiting Lists

One way to deliver quality service is by limiting the class size to provide a good student/teacher ratio. If a class has reached the maximum limit, names are placed on a waiting list and students are called as openings become available. Students will be notified by telephone if the class is full and has a waiting list.

Emergency Cancellation / Bad Weather Closures

If an adult class meeting is unexpectedly cancelled due to an emergency, every effort is made to call students and reschedule the class. In addition, a sign is posted on the classroom door. Typically, the class meeting is made up the week following the last day of class. The Dougherty Arts Center observes all emergency closures, including weather closures, as directed by the City Manager for adult classes. The City Manager is the only person that can close a facility for bad weather; staff does not have this authority. Please stay tuned to your local weather station for updates on city facility closures.

Accessibility Accommodations Requests

The City of Austin is committed to compliance with the American with Disabilities Act. If you require special assistance for participation in our programs or use of our facilities, please call 512-974-4040.

Individuals with disabilities are encouraged to participate in the City of Austin, Parks and Recreation Department Programs. Special accommodations may be requested to facilitate your participation and inclusion in these programs. Parents should schedule an interview upon enrollment. Requests for reasonable accommodations will be reviewed and determined on an individual basis. Please allow 2 weeks in which to schedule the accommodation interview prior to the program start date.

Safety and Fire Drills

The Parks and Recreation Department conducts random fire drills. We appreciate your participation in making safety our first concern.

Arts Center Photo/Video Policy

The Parks and Recreation Department regularly takes photos of participants in our classes, special events and other activities. Photos are for Department use and may appear in presentations, brochures, fliers, public service announcements and other media uses. Please see the Photo Release Waiver section on the Registration Form.



The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable accommodations are made on an individual basis to comply with the ADA. If you require accommodations due to a disability, please notify our staff of your request seven business days prior to the beginning of your class at 974-4040.