



theCLAYSTUDIOofMISSOULA

Dear Spring Session Students,

Thanks for your patience during this difficult week.

Though we considered the possibility of a delayed start date for our Spring Class session, the reality is that we cannot say when these classes could start, based on factors completely out of our control. We are also not sure of our ability to tend to last minute changes and cancellations over the coming weeks if we are forced to temporarily reduce staff. Therefore, we will be canceling all of our 10 week adult classes, community workshops, and youth and family programming for the spring session.

We will still be offering the one day workshop with guest artist Stephen Braun scheduled for May 30, but will postpone or cancel that offering if necessary. Our Youth Summer Programs will remain as scheduled until further notice, and we are working on Adult Summer Programming in hopes that we will be able to offer those classes to our community that will start mid-June at the earliest. Please visit our website or remain on our mailing list to get the most recent updates.

TO CANCEL YOUR REGISTRATION:

In order to streamline this massive class cancellation process, we ask you email your request to info@theclaystudioofmissoula.org with the heading "Spring Class Registration".

Please do not call us as we will not be able to answer phones or check messages.

In the body of the email, please include:

- **your name**
- **the name(s) of the registered student(s)**
- **class name and date you registered for**
- **A request one of the following options:**

1. **Be issued a class credit for a future class.** We will keep your credit on file at The Clay Studio of Missoula, and give you a 72 hours priority alert on future classes in any upcoming session in 2020 before releasing them to the general public, in order to ensure your spot in the class. Opting for future class credit will help us get through the potentially tough cash flow problems that we will face over the coming months.

2. **Request a refund.** We know that some simply can't afford to opt for class credit in order to access funds for other means. We will not be withholding any fees for any canceled classes.

3. **Donate full or partial registration fee.** Any amount is helpful and will immediately be put to good use. We will arrange for you to get the receipt necessary for tax purposes.

Please be aware that we will process the requests in the order received.

If your class was paid for online or over the phone with a credit card, we will work to reverse the charge as soon as we can. Depending on our influx and timing of requests, and bank reversal time, this process may take approximately 5-10 days.

If you request a refund and paid for your class by check or cash, please be aware that timing is dependent on staff ability to access the office and mail a physical check. We will get to it as soon as we can and email you once the check is sent so you know to expect it.

Thank you from all of us at The Clay Studio of Missoula.
We look forward to when we can again offer you the opportunity to experience clay in the future.
info@theclaystudioofmissoula.org