

Registration and Refund Policies for Bronwen Heilman and the “Glass Academy”

Classes and workshops are filled on a first purchase, first-served basis. Payment in full is required to register for classes and workshops, via credit card or PayPal on my website; BronwenHeilman.com. If the class is sold out, please email me at bronwen@bronwenheilman.com to get on the wait list. You will be added to the wait list in order in which the request is received.

Before registering, please read the prerequisite. Check the course description, tools, etc and please make sure you are able to meet the requirements. The class will move at a pace that is in line with the prerequisite skill level. If you have questions, please email me at bronwen@bronwenheilman.com and we can discuss.

By registering you have also agreed that you have read and agree to the waiver of Liability and understand the inherent risks of the workshop.

Cancellation Policy

Instructor Cancellation

If the instructor cancels the workshop a full refund will be made to all of the registered students in a timely manner. If a single session has been cancelled, a make-up session will be scheduled that will fit in everyone's schedule. If we are unable to reschedule, a pro-rated tuition refund may be awarded.

Classes with fewer than 3 students may be cancelled at the discretion of the instructor, or converted into a private or semi-private class of shorter duration. Or for an added fee the class will continue as stated. This will be discussed with the students, and every attempt will be made to limit such cancellations.

Student Cancellations

For in-person classes:

A student may cancel 30 days before the first class with full refund - less any materials kits and shipping. Student cancel between 0 and 30 days, the class will be refunded only if a replacement student can be found (either by the waitlist, or with the students help).

For Live:online/virtual classes:

Student may cancel up to 15 days prior to the first session with full refund - less any materials kits and shipping. From 0-15 days, a refund will be made only if a replacement student can be found (either by the waitlist, or with the students help).

No partial refunds are given for students missing sessions of a multi-session class.

For On-Demand Virtual classes:

Due to the immediate access to written instructions, video demos, templates and other resources, I do not provide any refunds under any circumstances.

Other Policies:

1. Online courses are a wonderful way to teach and to learn. Ethical behavior is expected. Sharing passwords, downloads and other materials with anyone who has not paid for this course will result in immediate removal from the course. You will also not be permitted to register for any further courses of mine. Please note: logins are tracked.
2. I reserve the right to dismiss any student at any time from any course if the ethical guidelines are not met, or in question. Other dismissal from this course or future courses include rudeness, disrespect to fellow students, to me and teaching any of my courses as your own.

Note: For in-person or on-line classes hosted by a school or individual studio, please check with their policies.

Material kits:

Not all classes will a material kit or tool kit be offered. It is each student's responsibility to acquire the materials and tools listed for the class. If a material kit is offered, please purchase at least 14 days prior to class to allow for shipping (US) and 3-4 weeks (International).