



TSA General Withdrawal and Refund Policy

TSA'S withdrawal, credit and refund policies have changed due to COVID-19. Please review these carefully. In order to proceed with enrolment, you will need to agree to these policies.

For IN-PERSON courses, specific policies apply (please see below).

GENERAL INFORMATION

REGISTRATION

Registration for courses at TSA may be made online at tsa-art.com. When the office is open, registrations can be made by phone or in person. Due to COVID, our office hours are limited. We accept VISA and MasterCard only. There is a \$20 non-refundable administration fee per registration, however, if you sign up for 1 or more classes **at the same time**, the fee is applied only once.

Registration for **in-person** courses must be complete before the second class. In general, after the second class, registration is closed, unless the instructor agrees to add additional students. Tuition is not transferable.

Registration for **online** courses will close the day prior to the course beginning.

In order to avoid disappointment, please register early as our classes are small and tend to fill quickly.

WITHDRAWAL / REFUNDS / TRANSFERS / CANCELLATIONS

We make every effort to run courses we have announced in our schedule. If a course does not meet our minimum registration we will either postpone the course in order to gain minimum registration or cancel it. We will contact students up to one week prior to a course being postponed or cancelled.

WITHDRAWALS

If students wish to withdraw, they must inform us in writing (email: info@tsa-art.com) **a minimum of 5 business days prior to the course running**. An email requesting a course withdrawal must follow any conversation by phone or in person.

(pls. see next page)

REFUNDS

Course tuition and other fees (applicable model /material fees) may be refunded as follows:

- A full refund of tuition and other fees (minus the non-refundable \$20 admin and a \$40 withdrawal fee) with a minimum of 5 business days written notice prior to the start of the course.
- From 4 business days up until after the first class, a 75% refund of tuition and other fees (minus the non-refundable \$20 admin and a \$40 cancellation fee).
- After the second class, a 50% refund of tuition and other fees (minus the non-refundable \$20 admin and a \$40 cancellation fee).

Please note that model fees are non-refundable and material fees may be refundable on a prorated basis.

- **After the third class, we are no longer able to offer refunds or credits.**

TRANSFERS

We understand that sometimes students wish to switch courses after they have experienced a course for the first time.

TSA allows one 'free' course switch per course/per term. If an additional course switch is requested, a \$40 administration fee will be applied.

No course switches/transfers will be made after the second class. Any differences in tuition/fees must be paid and/or will be refunded.

Note that we cannot switch a course from one term to the next.

CANCELLATIONS / POSTPONEMENTS

TSA will always try to ensure that classes offered in our schedule will run. However, low enrolment may result in a course being postponed or cancelled. If TSA postpones a course, the difference between the original cost and the actual cost, based on the number of weeks the course will run, will be refunded to the student.

If TSA cancels a course due to low enrolment, we will help you find a suitable alternative course. If this is not possible, we will provide a full refund.

TSA reserves the right to change, alter or cancel any course, policy or student registration.

Registration cannot be processed without the student's agreement to the above terms.

Please expect up to 30 days for approved refunds to be processed and paid.

(pls. see next page)

2021 TSA In-Person Course Policies and Procedures (COVID)

These policies and procedures apply ONLY to IN-PERSON courses offered at TSA.

The following policies and procedures have been developed to help TSA, its students, faculty and staff offer and operate **in-person courses** in 2021. TSA will implement enhanced preventive measures to reduce the spread of COVID-19 and help to provide a safe and healthy environment in which to offer classes.

2021 POLICIES FOR IN-PERSON COURSES

Students must agree to the following in order to enrol and participate in our TSA in-person courses. (Note: 'COVID-19' refers to COVID-19 and its variants.)

In the event that TSA is unable to run in-person classes in 2021 due to COVID-19, and tuition has been paid, TSA will make every effort to provide an online alternative with the same instructor. For those courses that cannot be taught online, TSA will provide a full refund.

REFUNDS / CREDITS / CANCELLATIONS for IN-PERSON Classes

- If TSA cancels courses prior to the start of the course, students will receive a full refund.
- If TSA must cancel courses midway through the term due to COVID-19 concerns, if possible, the course will move to an online format to be held on the same day/time as the in-person course.
- It is understood that for certain courses, i.e. **ceramics**, it is not possible to move course content online. In this case, credits will be issued.
- If a **Photoshop** based course cannot be continued at TSA onsite, students may need to purchase a license from Adobe to complete their course (monthly purchase license for P.S. is \$31.49USD/month, annual license for students is \$9.99USD/month. Prices subject to change.)
- If TSA must cancel a course due to instructor illness (whereby they cannot teach the course in an online format), credits will be issued for the cancelled classes.
- If a student is unable to attend classes due to illness or suspected COVID 19 exposure, TSA cannot refund course tuition. In some cases, upon TSA's discretion, a course credit of 50% of the missed classes can be issued instead. TSA must be notified by email before classes are missed.
- Courses without the minimum number of students enrolled will be cancelled - refunds will be provided.

MID-TERM COURSE CANCELLATION / COURSE DELIVERY

In the event that TSA needs to cancel classes mid-term, each of our instructors (where possible) will have a plan to move their classes online. The online version will vary depending on the course and the instructor. It is understood that not all courses can be delivered online (i.e. ceramics throwing). In this case, credits will be issued for classes that can not be delivered online.

In all other cases, withdrawals and refunds, transfers etc. will apply as per our **TSA GENERAL WITHDRAWAL AND REFUND POLICY** stated above.

(pls. see next page)

HEALTH AND SAFETY MEASURES

TSA will implement:

- Enhanced cleaning procedures throughout the building, including common areas, elevator touch areas, washrooms, in studio between classes and end of day deep cleaning.
- Hand sanitizing stations in key areas throughout the building.
- Social distanced workspaces marked with floor stickers with a maximum of 8 students per studio space.
- Staggered course start times.
- In-studio/building protocol including mandatory wearing of face masks (covering nose and mouth), plexiglass separators at the front desk, in the digital lab and windows open when possible to allow for increased air circulation.
- No eating or drinking in studios or common areas.
- Entrance to building screening procedures and the collection of contact tracing information.

For Students, Faculty and Staff:

- Do not attend class if you are sick, have a fever, think you may have been exposed to COVID-19 or have contracted COVID-19.
- Be prepared for infrared temperature read and screening questions upon arrival.
- If you have been exposed to or have contracted COVID-19, you agree to contact TSA immediately and provide information to use for contact tracing.
- Wear a mask/face covering at all times (covering both your nose and mouth) when in the building.
- Be prepared to have layers of clothing as windows may be open to create enhanced cross ventilation in our studios, so therefore it may be cool.
- When using the elevator, please use your elbow, fabric/paper and/or a tool to press buttons.
- Use hand sanitizer/wash hands frequently to minimize surface contamination.
- Bring your own tools, brushes etc. as shared tools will be minimized. Any shared tools must be sanitized after individual use.
- Help to minimize surface contamination by spraying down and wiping surfaces you used at the end of each class.
- Please come to TSA with your own mask/PPE (TSA will have disposable masks available for sale should people require them.).

TSA AGREEMENT and WAIVER of LIABILITY

PLEASE READ the DOCUMENT below CAREFULLY. YOUR AGREEMENT TO THIS DOCUMENT IS REQUIRED PRIOR TO ENROLMENT.

TSA AGREEMENT AND WAIVER OF LIABILITY (March 2, 2021)

(Note: COVID-19 refers to Coronavirus COVID-19 and its variants)

I acknowledge the contagious nature of the Coronavirus/COVID-19. I further acknowledge that the Toronto School of Art has put in place reasonable preventative measures to reduce the spread of the Coronavirus/COVID-19 amongst students and staff, while on site at the school, located at 24 Ryerson Avenue, Toronto, ON M5T 2P3.

I further acknowledge that the Toronto School of Art cannot guarantee that I will not become infected with the Coronavirus/COVID-19 while attending classes or other activities at the school, located at 24 Ryerson Avenue. I understand that the risk of becoming exposed to and/or infected by the Coronavirus/COVID-19 may result from the actions, omissions, or negligence of myself and others, including, but not limited to, fellow students, instructors and staff members.

I voluntarily enrolled in an on-site course provided by the Toronto School of Art, and I acknowledge that by attending classes and other activities at the school, in the presence of others, I am increasing my risk to exposure to the Coronavirus/COVID-19. I further acknowledge that I must comply with all required practices and procedures to reduce the possibility of transmission while attending classes or being within the building. I further acknowledge that while all others in the building are also expected to comply with those required practices and procedures and that the Toronto School of Art will take reasonable steps to ensure strict compliance, the Toronto School of Art cannot guarantee or warrant that everyone will comply at all times.

AGREEMENT

I agree that **I WILL NOT** enter the TSA building at 24 Ryerson Avenue if:

1. I am experiencing any symptom of illness such as cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell.
2. I have traveled internationally within the last 14 days.
3. I have traveled to a highly impacted area within Canada in the last 14 days.
4. I have been exposed to someone with a suspected and/or confirmed case of COVID-19.
5. I have been diagnosed with Coronavirus/Covid-19 and have not been cleared as non-contagious by federal, provincial or local public health authorities.
6. I further agree to adhere strictly to all Toronto School of Art mitigation practices and policies, including wearing an appropriate face mask, maintaining social distancing, practicing good hygiene and wiping down equipment I have used during class.
7. I further agree I will not attend at the premises of the Toronto School of Art and I will promptly alert my instructor and the administrator of the Toronto School of Art if, at any time during the period when I am participating in classes or other activities at the Toronto School of Art, I experience any of the symptoms associated with Coronavirus/COVID-19, or am exposed to anyone experiencing such symptoms.

WAIVER

I hereby release and agree to hold the Toronto School of Art harmless from, and waive on behalf of myself, my heirs, and any personal representatives, any and all causes of action, claims, demands, damages, costs, expenses and compensation for damage or loss to myself and/or property that may be caused by any act, or failure to act of the Toronto School of Art, or that may otherwise arise in any way in connection with any services provided by the Toronto School of Art. I understand that this release discharges the Toronto School of Art from any liability or claim that I, my heirs, or any personal representatives may have against the Toronto School of Art with respect to any bodily injury, illness, death, medical treatment, or property damage that may arise from, or in connection to, any services provided by the Toronto School of Art. This liability waiver and release extends to the Toronto School of Art, (Toronto School of Art Inc. 2016), the Board of Governors, administrators, instructors, staff and all employees or agents.

ACKNOWLEDGEMENT

I have read and understood this Agreement, Waiver of Liability and Acknowledgement and affirm that I am entering into it of my own will and volition, in consideration of the opportunity to participate in classes at the Toronto School of Art.

I further acknowledge that I am aware that if in-person TSA classes must be cancelled in mid-term for any reason related to COVID-19, the instructor will continue the class using suitable electronic or online means.

Finally, I acknowledge I am hereby giving up legal rights and/or remedies which may be available to me.

TO ENROL IN 2021 TSA IN-PERSON COURSES YOU ARE REQUIRED TO AGREE TO THIS AGREEMENT AND WAIVER OF LIABILITY. BY ENROLLING AND PROCEEDING WITH PAYMENT, YOU ARE AGREEING TO THIS WAIVER.