

## 2021 Touchstone Cancellation Policy

(Effective 11/30/2020, Updated 11/30/2020)

On March 11, the World Health Organization (WHO) declared the outbreak of novel coronavirus, known as COVID-19, to be a global pandemic. We are actively monitoring and implementing guidelines from WHO as well as the Centers for Disease Control and Prevention, PA Department of Health, and PA Governor's Office to ensure the safety and wellbeing of our students, instructors, and staff.

In response to these extraordinary circumstances and changing guidelines, we are implementing a flexible cancellation policy to help protect our community and provide peace of mind to those who register for a 2021 workshop.

As a nonprofit organization, Touchstone has been challenged by the significant loss of our 2020 season, but we are working diligently to carry out our mission by hosting our 2021 season workshops at limited capacity (50%). This planning has taken countless hours, as running a residential craft school has many aspects to be examined from workshop logistics, staffing, to dining and lodging. Moreover, the routine cost of operations and maintenance will be compounded with COVID-19-related expenses such as additional cleaning, sanitation, and equipment required to ensure safety.

With this policy, we have changed our standard cancellation fees and will offer a refund (less a reduced cancellation fee and nonrefundable COVID-19 fee) up until the 24 hours prior to the start of your workshop, should you need to cancel. We are applying this flexible refund policy to all who register for a 2021 season workshop. **We ask that you cancel at least two weeks in advance of your workshop, as planning for your arrival on campus means ordering materials and/or food as well as additional preparation expenses that we will then absorb due to each withdrawn registration.** Cancelling in advance also provides the possibility for another student to utilize the space in the workshop. Late cancellation is being made available specifically for anyone who thinks they may have been exposed to the virus to cancel without the typical penalty.

Safety concerns are paramount – anyone who is experiencing symptoms of COVID-19, who has been exposed to someone with symptoms, or has been diagnosed with COVID-19 within 15 days of a workshop cannot attend a Touchstone workshop.

Students who cancel a registration 30 or more days prior to the start of the workshop date will receive a full refund of their paid deposits less the nonrefundable COVID-19 fee. Students who cancel less than 30 days prior to the start of the workshop date will be assessed a cancellation fee based on the length of the workshop and Touchstone will retain the COVID-19 fee (See chart below). If a workshop is cut short due to someone experiencing symptoms of COVID-19, the workshop will be prorated for a refund based on the days cancelled. Students who decline to abide by safety policies/procedures instituted may be asked to leave without refund of any monies, regardless of time remaining in their workshop.

Touchstone is not responsible for nonrefundable or prepaid travel and/or off-campus lodging arrangements. We encourage workshop participants to lodge on Touchstone's campus .

Workshop Length	Cancellation Fee / COVID-19 Fee*
1-Day Workshop	\$20 / \$10
2-Day Workshop	\$40 / \$10
3-Day Workshop	\$60 / \$15
5-Day Workshop	\$100 / \$20

\*The COVID-19 fee is nonrefundable.

**The 2021 Cancellation Policy may change as WHO/CDC/local guidelines change.**