



Rules and policies of Fine Arts Studio

1. General rules and policies

The regular group art lessons are normally suitable for children from 5 years of age and teenagers. The regular adults' classes are suitable for any grown up who is interested in artistic expression and wishes to improve their skills. The workshops are suitable for all adults regardless of their skills.

See the up-to-date prices on the website <https://www.smartpanda.no/prices>

2. How can I book a class/subscription?

You can check the page <https://www.smartpanda.no/art-school-stavanger> for available **drop-in spots** or contact us via email: smartpanda.no@gmail.com or the Contact page on same the website.

Note that the drop-in classes are subject to availability as most of the spots are prioritised for the students that attend the classes on a regular basis via subscriptions.

You can **book a subscription** by sending your details for the invoice: the full name of the payer and the student, the address (including the postal code) and your telephone number.

3. Payments, cancellation policy, late arrivals.

A subscription is possible to be prepaid via a bank transfer when you receive an invoice (faktura). All invoice payments need to be agreed on and prepaid at least 48 hours before the lesson.

The classes cannot be paid by cash. It is not possible to have a lesson booked without a prepayment.

It is not possible to cancel a prepaid class, however you can transfer a class to the next month if it is done on time. If you choose a subscription for **8 lessons** (single, double, or triple), you can transfer a lesson **once only** per subscription to the next month in case you do it at least 48 hours before the lesson starts (all the other transferrals/cancellations/no shows will result in a 100% loss of the prepayment).

We kindly ask you to always inform the teacher that you are not able to make it to the class even though it is not possible to save that class for later.

If you book a drop-in art lesson it is not possible to transfer it.

If you are being late for the class, whatever the reason is, the minutes lost are non-refundable. If you are late for 10 minutes or more, when you are picking up your child from the art class, this time will have to be paid separately or if it happens repeatedly/regularly, a full class (or more if necessary) will be deducted.

If the subscription payment is late (exceeds the deadline), the purring invoice will be sent (an interest for the late payment plus a fee).

Note that if you got a subscription for the art lessons and received a discount, you cannot simply cancel all the lessons as the art classes are always prepared with a personalised touch (Angrerettloven § 22.e). If there is a serious medical reason to stop attending the art lessons, you must provide a note from a doctor that proves it, and you will be refunded the rest of your money without a discount. The discount is only possible when a certain number of lessons were booked/taught thus the amount of the money you receive back will depend on that (e.g. if there were fewer than 8 classes taught, these classes will be calculated with the value of drop-in classes and the rest will be paid back).

These are the rules and policies of Fine Arts Studio. Once you have booked the class/classes the way that suits you best, you automatically agree to the rules and regulations of the company.

