



TURPENTYNE

Term Time Policies

STUDENT ACCOMODATION & BEHAVIOR

- If parents or family members have any questions or concerns about their students' artwork, progress or relationship to other students or teachers, communication is greatly encouraged. We will do all we can to resolve any difficulties immediately.
- If a student has special needs, be sure to let us know before their course begins. We will appreciate any insight that you can provide, so that we can ensure your child has an excellent experience with us. Turpentyne does not discriminate, and will make every reasonable effort to include all students regardless of their personal challenges.
- If you have a special request for an off curriculum interpretation of an art project, please discuss with the teacher to be sure it meets the student's proper skill level and that it will not cause a disruption in the course. Final determination of the requested art project may be made by the teacher.
- We reserve the right to exclude a student if they are repeatedly and intentionally disruptive to other pupils, destructive to the studio space, or physically violent or threatening toward the staff or other students.
- Threatening, spitting or intentionally coughing towards another person will not be tolerated. Students will be sent home for the day upon the first offense and will be excluded from the studio if there is a second offense.
- Refunds for an unfinished half-term will not be given if exclusion is necessitated by repeated and intentional dangerous or anti-social behaviour.

CURRICULUM & METHODOLOGY

- The Turpentyne teaching methodology is PROCESS focused. Our curriculum and methods are designed to build our students fine motor skills and visual understanding through a repetitive and layered approach to learning. Our students will take home amazing works of art that are impressive, and sometimes unbelievable. This is the PRODUCT that results from our method. **We hope that you will find that the true value of our courses is in the process that results in our students developing real art skills and self-confidence.**
- Feel free to discuss our curriculum, methodology and your child's artwork with our teachers. We are always happy to answer your questions.

TUITION

- Term time classes are only paid for by the half-term and full-term only.
- Half-term tuition must be paid in full before the half-term begins.

- Full-term tuition must be paid by the first lesson of the term in order to be eligible for a 10% discount. Full term discounts expire after the first lesson of each new term.
- Tuition credit is not given for missed classes.
- Prorated tuition may be available if arranged in advance of the half term beginning. This is to allow for planned holidays and events. This is to be used sparingly and will be granted at the Director's discretion. Prorated tuition will be approved no more than twice per year, per student. Prorated tuition is not eligible for sibling or full-term discounts.
- **Tuition can be sorted credit or debit card at the studio or online at <https://www.turpentyneartsupply.square.site>. Alternately, payment can be made by bank transfer to Turpentyne Ltd., TSB Bank sort code 30-90-50, account 44476160, ref. your child's name.** Please note that we do not accept cheques.

STUDENT CANCELLATIONS

- As a courtesy to our studio families we hold all student seats from one half-term to the next.
- We request that students who will not be continuing in their scheduled class, inform us before the end of the preceding half-term, so that we may allocate the available seat to a student on our waiting list.
- If we are not notified of a student cancellation in advance, any classes where that student is a “no show” will be considered enrolled and will be charged at our regular rate until we receive notice of cancellation, or until two weeks have elapsed and two lessons have been missed after which their seat will be considered abandoned.
- Should a student “no show, no pay” for two consecutive weeks, and no contact has been made with studio management, the seat will be considered abandoned, the student will be removed from the register, and their seat will be allocated to the next student in queue.

MAKE-UP LESSONS

- **Only your reserved regular class time is paid for, and as such any missed class is at your own risk.**
- Our weekly classes are often fully subscribed and arranging make up lessons can be very difficult. Please try to avoid the hassle by attending your regular class where your seat is always guaranteed.
- Make-up lessons are offered as a courtesy, and we make every effort to accommodate our students' requests, however they are not guaranteed as a replacement for classes missed.
- Make up lessons are to be used sparingly and are only available if you have notified us in advance of your child's absence in their regular class. Make-up lessons will be limited to one per student, per half-term.
- If we are not notified of an absence prior to the beginning of class, the opportunity for a make-up lesson is forfeited. To give notice of absence please call or email the studio your child attends.
- To schedule a make-up lesson, please contact the studio regarding availability. Staff will be happy to offer you an open seat. If the offered seat is not suitable, you will need to contact us again to check for our availability at that time.

- Make-up lessons will not be granted for missing a scheduled make-up lesson. Once a make-up lesson is scheduled it cannot be changed. “No show” or cancellation of a make-up will be considered forfeiture of the lesson.
- Prorated tuition will not be granted for unplanned absences even if a convenient make up lesson is not available.
- Make up lessons may not be scheduled within a term that the student is not enrolled.
- Missed lessons for any reason will not receive any type of studio credit.

CLASS CANCELLATIONS / TEMPORARY CLOSURE

- Class cancellations made by Turpentyne due to extreme weather, health emergencies or unavoidable circumstances will be held as a studio credit or refunded at the Director’s discretion.

HYGIENE PRACTICES

- Hand washing will be required after visits to the toilet.
- Disposable tissues, hand sanitizer and a lined bin will be available in every classroom.
- Separate student and staff toilet facilities are available and stocked with antibacterial hand soap and disposable towels for drying hands.
- All children and staff must wash their hands/use hand sanitizer upon after sneezing or coughing
- Turpentyne Ltd. reserves the right to amend these policies at any time as is necessary to maintain the health and safety of our students and staff.

ART MATERIALS

- As before, all student materials will be available in the classroom. This includes but is not limited to the use of art papers, canvas, crayons, markers, charcoal, soft pastel, oil pastel, watercolors, acrylic paint, and oil paint.
- We are committed to providing students with high quality and safe art supplies. Every effort will be made to ensure that the supplies used in this course are non-toxic and appropriate for use by children.
- Personal Supply Kits purchased through the studio during the pandemic may continue to be used.

PERSONAL BELONGINGS

- Art is messy. We highly recommend that students attend class in clothing that is appropriate for the task.
- Turpentyne does not provide shared student aprons or smocks to prevent the spread of headlice. Personal aprons may be purchased through our Art Supply shop.
- Children are requested to not to bring unnecessary personal items into the studio apart from a water bottle, reference materials, and apron/smock.
- Mobile phones may be kept at a student’s seat but must not be used during class time. Mobiles being used for games or texting during class time will be confiscated by the teacher to be returned to the parent at the end of the lesson.
- Turpentyne does not assume any responsibility for any personal items left in the studio.

- We endeavour to take the utmost care of any artwork being held in the studio, be it a work in progress or completed. On the exceptionally rare occasion that a piece of art is damaged or turns up missing, we will do our best to rectify the situation, but we assume no financial responsibility for the artwork.

FOOD & DRINK

- It is advised that children eat before they attend their lesson as food may not be consumed during their lesson. This is for cleanliness' sake, as well as health and safety reasons. Our supplies may be non-toxic, but in no way are they safe to be ingested with a handful of crisps or chocolate.
- Making art is thirsty business. **Drinking water bottles are welcome and recommended.** All items brought to the studio should be appropriately cleaned before arrival.

ARRIVING/LEAVING

- At the beginning of class please wait outside the studio for our Teaching Staff to invite the children in. The doors will open no more than 5 minutes in advance of class.
- When picking up your child, we welcome parents to join us in the classroom for picture announcement. This will happen after the children have completed tidying up. Please wait outside until the teacher invites you in.
- Students will not be permitted to leave the studio without a supervising adult unless you indicate that you give permission at the bottom of this form. This will replace and supersede any previously granted permissions.

EARLY/LATE DROP OFF/PICK UP

- Students must be dropped off and picked up ON TIME for their course. Early and late students create congestion in the studio during class change overs and make it difficult for our staff to prepare the classroom for the next group of students.
- Early or late drop offs or pick-ups will result in a £5 charge per offence