

May 22, 2020

Cancellations/Refunds Policy

These are unprecedented times and we feel our policies need to change to reflect this and be responsive to the needs of our families. We are suspending our normal Summer Programs refund policy as outlined in our [Terms and Conditions](#).

Our new policy for 2020 Summer Programs is as follows:

If you wish to cancel your registration for any reason, you must email k12education@centerforarchitecture.org prior to 5:00pm (ET) three weeks before the program start date. For example, for a program beginning Monday July 20, cancellation requests will need to be received by email no later than 5:00pm on Monday June 29th in order to be honored. There will be no refunds or credits for cancellations received less than three weeks prior to the program start date.

Cancellation/Refund Procedure

All cancellation requests must be submitted VIA EMAIL to k12education@centerforarchitecture.org. In the email, please clearly state your name, your child's name, and the name and the date of the program you were registered for and now wish to cancel. In order to ensure we have accurate records of all registrations, we are unable to accept cancellation requests via phone.

If you cancel prior to three weeks before the program start date, you have three options regarding your program payment:

1) CREDIT: You may apply your program payment towards a single future program which has not yet been booked and paid for. The program must take place prior to September 1, 2021. If the program is of greater value, you will be asked to pay the balance. If the program is of lesser value, the remaining value will be considered a tax-deductible donation to the Center for Architecture, and you will be provided with an acknowledgement letter. For record keeping purposes, this credit cannot apply to multiple programs. Specific instructions for redeeming this credit will be emailed directly to any family who chooses this option.

2) DONATION: You may choose to have your program payment, or a portion of it, counted as a tax-deductible donation to the Center for Architecture. The COVID crisis has greatly impacted the Center's normal revenue streams, and as a non-profit, charitable institution, we are more dependent than ever on the generosity of our supporters to keep our doors open. Donations both large and small will be instrumental in ensuring that the Center for Architecture is able to continue offering K-12 Education Programs in the future. If you select this option, our development office will provide you with an acknowledgement letter for your records.

3) REFUND: Families may request a refund of their program payment (minus a \$25/program processing fee) prior to 5:00pm (EST) three weeks before the program start date. All cancellations must be made by email to k12education@centerforarchitecture.org. There will be no refunds for cancellations less than three weeks prior to the program start date. Refunds or make-ups will not be provided for days missed due to illness, scheduling conflicts, emergencies, or other reasons.

If the Center for Architecture is forced to cancel a program, families will receive a full refund of their payment for that program.