



Heartwood School Policies

Invoicing:

Students will put a 50% deposit down at the time of registration. The invoice for the balance of tuition will be sent 45 days prior to the start of each class, with a due date 30 days before the class begins. In the case where a discount is applied, the deposit will still be 50% of the original cost of the class, paid at registration, and the Heartwood office will manually issue the second invoice reflecting the discount.

Cancellation policy:

- 50% non-refundable deposit (due at registration)
- Balance of the invoice due 30 days prior to the start date of class.
- If a student cancels prior to 30 days or paid invoice, the deposit is forfeited, and no balance is due.
- If a student cancels within 30 days of class and invoice has been paid, the deposit is forfeited but the balance can be forwarded to another class, must be used by the end of next calendar year.

All payments are forfeited if the student:

- Cancels within 72 hours of class starting
- Does not show up for class
- Leaves or stops attending class

Heartwood reserves the right to cancel any class for reasons including, but not limited to, low enrollment, weather, and covid-19. If Heartwood cancels a course, a full refund will be issued.

Covid-19 policy:

Hundreds of people come to Heartwood each year and their safety is our utmost concern. We ask that everyone respect other students, volunteers, and staff by doing your part in creating a safe environment, including wearing a mask when appropriate.

Heartwood recommends that all students are fully vaccinated according to CDC guidelines at the time of each specific course. Masking requirements and other protocols will, at minimum, align with those set by the Commonwealth of Massachusetts at the time of the course.

Photo policy

Heartwood staff and others may be taking photos or video during your class. By registering for this course you agree to the use of your likeness by the Heartwood School and/or Timber Framers Guild in images, photographs, video or other such form of media as the organization(s) develop. Permission extends into perpetuity. Please contact Heartwood staff with any concerns or questions about this policy.