



VISUAL ARTS
MISSISSAUGA
at RIVERWOOD

Welcome to VAM at Riverwood!
Thanks for joining us!

Please take a moment to review the following important information.

We are happy to see all of our returning students and are delighted to meet those who are here for the first time. There is lots of information about VAM on our website at www.visualartsmississauga.com. There you will find instructor, staff and Board of Director bios, member websites, updated events and activities.

If you have any **questions about our facility, your course or instructor or need any assistance** please call **905-277-4313** or visit the Office Monday – Friday 9 am – 5 pm and Saturday & Sunday, 9 am - 4 pm or email info@visualartsmississauga.com

Coffee is available during office hours in the office for \$1 per cup. Come in and help yourself. For tea drinkers, there are kettles in the Blue, Red, Yellow and White Studios, as well as MacEwan Historic House Studio. Please bring your own teabags.

Students are encouraged to purchase a table cover at the dollar store to put down over their work area. This helps VAM keep the studios clean and also makes sure that you are not putting your work down into someone else's wet paint!

As a courtesy to all, please refrain from texting or talking on cell phones while in class. You are welcome to excuse yourself from the room and conduct your business quietly in the hallway.

For your convenience, you can now access VAM **Wi-Fi** anywhere in the main building.

Network: Riverguest Password: River123

Three Handicap parking spots in the upper parking lot, and one Handicap parking spot behind the barn are available on a first come first served basis. Please do not park in the circle in front of the Art Centre. This must be clear for emergency vehicles i.e. Fire Department. Parking in the circle may result in ticketing or towing by the City of Mississauga.

You are welcome to bring snacks into the classroom provided that they are **NUT FREE**. Visual Arts Mississauga has a **no-nut policy** and violations can cause serious harm to persons with nut allergies. The no-nut policy extends to any oils used in the painting studio.

SCENT FREE - Students and staff are asked to **only use odourless solvents** and to **avoid wearing perfume or personal care products with strong fragrances**.

MEMBERS' OPEN STUDIO - Members are invited to take advantage of **MEMBERS' OPEN STUDIOS** during the term for **\$5 per ½ day, \$10 for a full day. Drop In and pay in the office. Wednesday afternoons and all day Friday!** This is a great opportunity to spend a few hours in the company of other artists, working on independent art projects in a productive and creative environment.

LIFE DRAWING OPEN STUDIO - Life Drawing Open Studio is held on Thursday evenings, during the term from 7pm to 10pm – Blue/Green Studios. Open to all who are interested in practicing their drawing skills working with a life-drawing model. Christine Fry is the moderator and will guide the model in timed poses from 30 seconds to 1 hour. Drop-in fee per session is \$20 (includes HST) or you can register for all 10 sessions for \$150 + HST. Everyone is welcome!

MEMBER GROUPS

There are a number of groups who meet at VAM on a regular basis. If you are interested in joining a group please contact the Office and we will forward your information to the appropriate group.

Policies & Procedures

NUT FREE FOODS AND PRODUCTS: Please remember we are a nut free Art Centre. All foods and products must be free of tree nuts or peanuts.

SCENT FREE – VAM strives to provide a healthy work and learning environment. Please help us keep the air we share healthy and fragrance free. We greatly appreciate your cooperation!

CANCELLATIONS, REFUNDS AND CREDITS: All refunds or credits are subject to a \$30 + HST administrative fee.

Cancellations for a course must be made by the customer one week prior to the scheduled start date. Cancellations made less than one week from the start date of course will not receive a refund. Magic Mondays are non-refundable however, customers may be able to switch to another date if space is available. You must call the office to confirm.

Cancellation for camps must be made by the customer no less than two weeks prior to the scheduled start date after which there is no refund. Extended care is non-refundable.

Memberships and entry fees to exhibitions are non-refundable.

POSTPONEMENTS: In the event that a course or workshop has insufficient registration one week prior to start date, VAM Administration reserves the right to postpone or cancel the class and will provide a full refund to the customer.

TRANSFERS: A request to transfer from one course to another is possible only if there is a space available and if the transfer is made two weeks before the course begins. A \$30 + HST administrative fee applies to transfers. Transfers will not be made once the term has begun.

AUDITING: Auditing or sitting in on any course for any reason is not permitted. Proof of payment must be presented to the instructor at the first class.

MAKE UP CLASSES: VAM does not offer make-up classes for students who are absent from regularly scheduled classes.

POLICY ON PHYSICAL AND/OR VERBAL AGGRESSION: At Visual Arts Mississauga, we strive to provide a fun, safe and enriching program to all of our students. VAM has a zero tolerance policy for violence and bullying. Students who display aggressive, harassing, hateful, violent, or otherwise disrespectful behaviour will be removed from programs at the discretion of the Executive Director or Arts Program Coordinator. A refund for the balance of remaining classes will be issued, subject to the \$30.00 administration fee.

ACCESSIBLE CUSTOMER SERVICE POLICY: To the best of its ability, VAM is committed to excellence in serving all customers including people with disabilities. Please see VAM's Accessibility Policy under Contact Us/Policies and Procedures.

WEATHER RELATED CLOSURES: Weather-related closures will be posted on our website homepage in the News Scroll and on the voice message at 905.277.4313 two hours before the start of class. Due to the volume, VAM does not make individual phone calls to each student to advise of weather-related closures.

JOIN VAM - BECOME A MEMBER!

- **SUPPORT** – as a VAM member, you help support Mississauga Culture and VAM's three pillars of excellence: education, exhibition and community engagement.
- **DISCOUNTS** – receive 10% off at DeSerres Oakville*, Curry's Artist Materials* and Above Ground Stores*. Receive a \$15 discount on Adult Courses and Workshops.
- **MEMBERS' OPEN STUDIO** – from September – June bring your work to the idyllic MacEwan Studio. Please call the office for exact dates/times.
- **NEWS UPDATES** – stay in the loop by receiving our e-newsletters. Connect with us on social media.
- **EXHIBIT** – enter your works in our Annual Member Show & Sale, Juried Show and Group Shows.
- **PARTICIPATE** – there are lots of opportunities to join our vibrant community. You can volunteer, join a committee, attend our Annual General Meeting & enjoy voting privileges.
- **CONNECT** – increase your community presence by placing a link to your artist website on our Member's Website page. Attend our events including Art in the Park, the Holiday Artisan Marketplace, the Annual Juried Show and more!

Click the Join VAM button at www.visualartmississauga.com or Call 905-277-4313

**Discount Conditions*

10% off every regularly priced purchase.

Valid VAM membership card must be shown at time of purchase.

Discounts cannot be combined with any other sale or offer, and apply to regularly priced merchandise only.

Discounts will not be applied on transactions where the ID card is not present.

Discounts are non-transferrable, and only valid for member named on card.

Misuse of discount may result in revoking of discount privileges.

Discount is valid IN-STORE only, not valid for on-line shopping or applicable retroactively to previous purchase

