



VISUAL ARTS  
MISSISSAUGA  
at RIVERWOOD

# Welcome to VAM

Dear Parents and Students,

Welcome to the Children and Teens' program at VAM! We look forward to seeing all of our returning students and meeting those who are here for the first time. We hope you have a great time learning and creating with us!

Please review the following information – you will receive a hard copy and calendar of dates at the first class.

- Teens' and Children's courses are **10 weeks** in the Fall and Spring and **8 weeks** in the Winter. A copy of this letter and a Term Calendar with start and end dates and Special Events is located on our website under the **Education tab – Materials Lists and Documents**.
- Please take note of the **no class (n/c) dates** on your course registration receipts.
- If a student misses a class for any reason, the instructor will try to help him or her catch up at the next class. **We do not offer make up classes or refunds.**
- Please help your child arrive on time and accompany them inside the building. Late students miss out on important instructions.
- Please pick up your child (ren) **on time** just outside of their classrooms. Instructors cannot leave until all their students; including teens have been safely picked up by a parent or guardian. **Parents who are late will be invoiced \$15 per half hour or less.**
- Please remember that art is messy and some art supplies can stain clothes. It's a good idea to provide your child with an apron or a large t-shirt to wear over their clothes.
- All students are must refrain from using personal electronic devices during class times.
- VAM has **Teen Volunteer Opportunities**. You can pick up application forms at the office or on our website at [www.visualartsmississauga.com](http://www.visualartsmississauga.com) under the Contribute Tab. Priority will be given to students completing grade 10 or higher.
- For your convenience, you can now access VAM **Wi-Fi** anywhere in the main building.  
**Network: Riverguest Password: River123**

## 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 and 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 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 + HST 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.

**Questions? Need more information? Please call 905-277-4313 - Monday – Friday 9 am – 5 pm and Saturday & Sunday, 9 am - 4 pm or visit our website. [www.visualartsmississauga.com](http://www.visualartsmississauga.com)**