

Lone Tree Arts Center Class Policies

Revised on August 15, 2024

Registration

Registration for Lone Tree Arts Center classes is only done through the Lone Tree Arts Center Box Office or website. The cost of the class is due at the time of registration. If a class is full, you may have the option to be placed on a waiting list.

Class Absences

We strive for no absences during the duration of the class but understand that circumstances sometimes arise and class must be missed. If your student is unable to attend a class, please email marcus.turner@cityoflonetree.com as soon as possible. The instructor will be notified of the absence in advance. Pro-rated refunds or make-up classes are not available for student absences.

Refunds

Refunds are only available at certain periods preceding the beginning of the class start date.

- A 90% refund is available up to 3 weeks before class start date.
- A 75% refund is available from 3 weeks before until one week before class start date and time.
- No refunds are available less than one week before class start date and time.
- Pro-rated refunds or make up classes are not available for student absences.

All refund requests must be submitted in writing to the Lone Tree Arts Center Box Office at boxoffice@cityoflonetree.com. Refund amounts are computed from the date written notice is received.

In the unlikely event that some or all the meetings of the class cannot happen in person, programs will be held at the scheduled time in a virtual format via a video conferencing platform. The programs will continue through hands-on, at-home activities, and/or group discussions. No refunds will be issued should any portion of a course be held virtually.

Class Cancellations

The Lone Tree Arts Center is not responsible for providing makeup classes or issuing refunds for programs missed because of illness, emergencies or other events beyond our control. If a class session is cancelled due to inclement weather or other circumstances, we will make every effort to schedule a make-up class session. Rescheduling happens

infrequently and we strive to cancel only due to unforeseen circumstances. Students and families will be notified of a class cancellation via email and phone call.

Student Supervision

Supervision is available only at program locations during program hours. Parents are responsible for notifying appropriate staff of a child's absence, late arrival, early or late pickup and any special circumstances relating to arrival or departure. The Lone Tree Arts Center does not accept responsibility at any other time.

Code of Conduct

To ensure an environment of respect and appropriate learning, all students, parents, and guardians are expected to adhere to the Lone Tree Arts Center Patron Code of Conduct. This Code of Conduct can be found on the [Lone Tree Arts Center website](#) and should be reviewed prior to the beginning of class.

Frequently Asked Questions

- Where are Lone Tree Arts Center classes held?
 - Classes are held at the Lone Tree Hub at 8827 Lone Tree Pkwy, Lone Tree, CO 80124.
- Where can I park?
 - The Lone Tree Hub offers ample parking with accessible parking spots located near the entrance.
- Can I wait at the facility while my student is in class?
 - You are welcome to wait at the Lone Tree Hub in the lounge while the class is in session.
- What should my student wear to class?
 - There is no formal dress code for our classes. However, students should wear clothing that allows for free movement.
- What should my student bring to class?
 - Prior to the beginning of the class, you will receive a message from the class instructor about materials, curriculum, and any other pertinent details. We recommend each student bring a water bottle with their name on it.