



Durham Arts Council School
Class Policies / Frequently Asked Questions
Updated Fall 2024

How do I contact the DAC School?

If you don't know who to contact directly, you can reach us via email by contacting info@durhamarts.org or calling the School line at (919)560-2726. Please leave a message if we do not pick up and we will return your call as soon as possible. We do not return calls with no voicemail message left.

Can I drop in to any classes at the DAC School?

No. All DAC Classes/Camps require pre-registration, and only registered students are permitted to attend.

When does registration open?

Registration opens on a seasonal basis, and more information about upcoming registration dates can be found on our website, on the back of each seasonal program catalog, or by calling (919)560-2726.

How do I register?

You can register online by clicking the 'Class + Camp Registration' button under the 'Creative Learning' tab on our website. You can call us at (919)560-2726 to register over the phone. If you prefer to mail in a registration form, you can find these on the last page of our seasonal catalogs and mail them to: Registrar, Durham Arts Council, Inc. 120 Morris St. Durham, NC 27701. You can register in person between 9:30am and 5:30pm, Monday – Friday in the Education Office, located on the main floor in the Durham Arts Council building.

We recommend registering as early as possible once registration opens for the upcoming session. Many courses fill quickly, and some, like Ceramics courses, fill within mere minutes of opening. Enrollment is guaranteed only by payment of your course fee and space availability. No one is reserved a registration space prior to the posted registration opening date/time for a given session.

Do you offer scholarships and/or discounts?

Yes. We offer discounts to students aged 65 and older, as well as sibling discounts for camp enrollment and occasional other discounts. Discounts available will apply in your cart when registering online. As funds are available, we also offer scholarships to youth and adult students to cover partial tuition in classes and camps for those with low income. Email us at wleigh@durhamarts.org for a scholarship application.

Are installment plans available?

Automatic installments of two equal credit card payments are available in the registration system. Installments are not available for 1- or 2-day workshops or courses costing less than \$100. The first payment is due upon registration and the second payment is charged to your account 8 days prior to the first class meeting (15 days prior for camps). A credit card must be used and kept on file for multiple payments.

Will I receive confirmation for my classes?

We do not send confirmations for courses beyond your original registration receipt showing payment for the enrollment. Unless notified by the School Office, students who have registered should assume that their course will meet as scheduled.

The class I want is full! What should I do?

Add yourself to the waitlist as soon as possible. You will receive a waiting list receipt with your waitlist position (i.e. what number you are on the waitlist) directly underneath the class description on the receipt. If a space opens in the class, based on your waitlist position you will be sent via email an invitation to complete registration and submit payment for the course. The invitation link will expire within 24 hours and if you do not register within that time, we will move down to the next person on the waiting list.

The registration invitation is the only time you would be contacted regarding your waitlist status. We do not send any other updates regarding waiting lists, so if you are on the waiting list and do not receive this invitation to register, you should assume that you are not enrolled in the course and should not attend.

Where do I find my class supply list?

You can find class supply lists in the description of each course in our online registration system and at the bottom of your registration receipt. Please review supply lists in the course description online before registering for any class. You are required to pay all posted supply fees and/or provide your own supplies as noted in the course description. Pay careful attention to the course description and understand that any supply fee that says you must pay to the instructor upon arrival to class is NOT included in any other fee that you might pay during registration.

I have an accessibility need I'd like to discuss before class. Who do I contact?

Either before or after registration, you can contact the DAC School Director for program accessibility needs. Call directly at (919)560-2735.

Where can I find your Class Cancellation, Withdrawal, and Refund Policy?

You must agree to the DAC Class Cancellation, Withdrawal, and Refund Policy when registering for each class. Once registered, this policy can be found on your registration receipt. The policy* is as follows:

Enrollment is limited in our courses and workshops, and your participation is important to us. Once you have enrolled, we are counting on you to attend. If DAC cancels a course, you will receive a full refund. Please allow 3-4 weeks for processing. Students will be contacted by email for class cancellations.

A participant wishing to withdraw from a class that has not been canceled by DAC must provide a written request to jbell@durhamarts.org at least one week* before the scheduled start date of the class. They may receive a full refund minus a \$10 processing fee per participant per class. Please allow 3-4 weeks for processing. Within the week prior to the start of a class or after the class has begun, refunds or credits will not be given. In the case of verified medical hardships, a credit may be given. A verified medical hardship is any condition, supported by documentation from a medical professional, that prevents a participant from attending the majority of an activity's session dates. Documentation of a medical hardship, such as a doctor's note, can be emailed to jbell@durhamarts.org when submitting a withdrawal request and must clarify the participant's inability to attend the majority of the activity's session dates. DAC will not extend credit or provide make up classes for occasional classes missed due to illness or other circumstances. DAC must be contacted in writing before the course ends for a credit to be considered for a verified medical hardship. Any credit you receive from DAC will be valid for one year from the date you notify us and must be used by someone on the same account as the original registrant.

*Note: the CAMP WITHDRAWAL/REFUND POLICY requires a written request at least 2 weeks before the session begins, and any refund will be less a \$15 processing fee per week of camp per participant.

What is your inclement weather policy?

You can find a copy of this policy on your registration receipt. The policy is as follows:

CLASS AND CAMP INCLEMENT WEATHER POLICY: In case of inclement weather, DAC classes will be cancelled if the DAC building is closed. Students should call 919-560-2787 for building closures. If the DAC building is open or on a delayed opening / early closure during inclement weather, classes may be cancelled on a case-by-case basis and students will be contacted by their instructor or DAC staff. In most cases DAC will schedule a makeup class for classes cancelled due to inclement weather. On occasion, the class session may be moved online.

I'm not feeling well or was exposed to illness, what should I do?

In the event of a positive test result for a contagious illness, such as COVID-19 or the flu, the participant must isolate for a minimum of 5 days, have improving symptoms, be fever free for 24 hours without the use of fever-reducing medication, and test negative for the illness before returning to class. In the event of an exposure but no symptoms and testing negative for the illness, the participant may attend class wearing a mask covering their nose and mouth for 10 days.

If a participant in a class or camp tests positive for a contagious illness, such as COVID-19 or the flu, we ask that it is reported to the DAC School Director (amiller@durhamarts.org) immediately. Contagious illness protocol is subject to change based on current guidelines.

DAC will not extend credit or provide makeup classes for occasional classes missed due to illness or other circumstances.

What happens when my instructor or DAC cancels a class date?

On occasion, unforeseen circumstances require DAC to cancel a class date and schedule a makeup or to substitute instructors. Neither a makeup class nor instructor substitution qualify you for a refund. If you are unable to attend a scheduled makeup class, please discuss alternatives with your instructor so you can get the course material you would miss.

Can my friend/partner/child accompany me to class?

Only registered students are permitted in class. You must be registered in a class to attend. Visitors, including parents/guardians of children registered for a class, can wait outside of the classroom in our galleries and lobby. Seating and WIFI are available while they wait.

What is the DAC Photo/Video Policy?

You will have the opportunity to opt in or out of Photo/Video permissions with each class/camp registration. The permission policy reads as follows:

PHOTO / VIDEO PERMISSION: I grant permission to Durham Arts Council, Inc., its agents, and its employees the irrevocable and unrestricted right to produce photographs, video, or other digital media taken of my child, myself, and members of my family while at Durham Arts Council for any lawful purpose including publication, promotion, illustration, advertising, trade, or historical archive in any manner or in any medium by Durham Arts Council, Inc. I hereby grant Durham Arts Council, Inc. permission to use all photos, videos, or digital media without payment or other consideration to me. I understand and agree that all photos, videos, and digital media will become the property of Durham Arts Council, Inc. I hereby irrevocably authorize Durham Arts Council to edit, alter, copy, exhibit, publish, or distribute these photos, videos, or digital media for any lawful purpose. In addition, I waive any right to inspect or approve the finished product wherein my/my child's/my family's likenesses or voices appear. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photos, videos, or digital media.

Where do I find the DAC Liability/Indemnity Waiver?

You will sign a copy of this waiver annually in our registration system. It is required to participate in any DAC classes/camps. The policy can be found on your registration receipt. The waiver reads as follows:

LIABILITY / INDEMNITY WAIVER: I understand that Durham Arts Council programs have inherent risks, and understanding and acknowledging those risks, I hereby assume all risks and hazards incident to my participation/my child's participation in all Durham Arts Council programming and programming provided by third party vendors. I agree to waive any liability arising out of any actual, alleged, or threatened infectious, pathogenic, toxic, or other harmful properties of any "organic pathogen", which includes but may not be limited to bacteria, viruses or other pathogens whether or not a microorganism, regardless of whether such "organic pathogen" is the result of a local outbreak, epidemic, pandemic or unknown cause. I further waive, release, absolve, indemnify and agree to hold harmless the Durham Arts Council and its employees, board, contractors, volunteers, and vendors, and The City of Durham, as well as all persons or parents transporting participants to and from activities, from any legal claims, liabilities, damages and costs for any physical injury, illness or damage to my personal property sustained during my use/my child's use of Durham Arts Council property and/or my participation/my child's participation in any Durham Arts Council activities. In the event of an emergency, I give my permission to Durham Arts Council, Inc. to call for Emergency Medical Services (911) and/or to select a physician to secure proper treatment for me or my child.

By signing this document you are giving your permission for you or your child(ren) to participate in Durham Arts Council programming and agree to the above policies. If you do not sign this form prior to the start of the program that you or your child(ren) is/are registered for, they will not be able to participate.