

Schedule D

Workshop Attendance and Participation Policy

Registration

Advance registration is necessary. Instructors, workshop times, and workshop dates are subject to change. If we reschedule a workshop to another date, attendees are entitled to a full refund. Fredericton Makerspace reserves the right to change instructors without prior notification, and to change workshop location and meeting times by up to an hour with 48 hours prior notice. To register for a workshop, attendees must pay in full at the time of enrollment. To sign up after the registration deadline, please call to ensure enrollment is still open.

Withdrawals & Transfers

In the event a attendee must withdraw from a workshop, he or she may do so any time before the registration deadline of the workshop, and will receive a 75% refund of workshop cost plus any equipment or material fees. For certain workshops such as the Build Your Own 3D Printer class, materials are non-refundable as noted in the course description. Workshop enrollment is nontransferable: requesting to transfer to another section of the same workshop is considered a withdrawal. Withdrawals on or after the workshop registration deadline are not refundable and workshop fees are not transferable. A credit of your enrollment fee may be issued for medically excused emergencies (with documentation) or family bereavement. Other than this, there will be no exceptions. Please give us advance notice to the extent possible.

Material & Equipment Fees

Workshops that make use of tools or supplies will most likely require a material or equipment fee. This pays for in-workshop consumable items (e.g., drill bits, gas, wood, metal, etc.) and the upkeep of tools used for that specific workshop (saw sharpening, tool repair, welding tips, software updates). In some circumstances, attendees may also be required to purchase certain supplies on their own. This will be clearly indicated in the full online and displayed course descriptions.

Missed Workshops & Lateness

Missing the first day of a course may be grounds for withdrawal without refund. Please email us if you know you are going to miss the first day of a course. Advance notice may allow some sort of accommodation, such as a paid makeup session. However, Fredericton Makerspace is not

obligated to offer complimentary makeup sessions outside workshop times or in concurrent or future course sections. Instructors are not obligated to catch attendees up during scheduled workshop time for missed sessions or excessive lateness.

If We Cancel or Reschedule a Workshop

Most workshops offered at Fredericton Makerspace must have a minimum of 5 attendees registered in order for the workshop to commence. In the event a workshop does not receive sufficient enrollment, it may be canceled. Attendees will be notified at least 48 hours prior to the start of the workshop. In the event of a cancellation, attendees will be refunded within 10 business days. If we reschedule a workshop to another date, attendees are also entitled to a full refund. Fredericton Makerspace reserves the right to change instructors without prior notification, and to change workshop meeting times by up to an hour with 48 hours prior notice.

Workshop Complaints

At the conclusion of every workshop, attendees may receive an emailed evaluation request. We depend upon your feedback to help us improve our offerings. If you have any issue with a workshop you are currently enrolled in, please either raise your issue with the instructor at the end of the workshop meeting or email us. It is our general experience that most issues can be satisfactorily addressed before the workshop concludes. Complaint resolution may involve contacting the instructor and other attendees. All emailed comments will remain confidential upon request.