

## **Headwaters Music & Arts Refunds and Returns (Reviewed March 5, 2024)**

Thank you for taking part in the music and art programming and activities offered at Headwaters Music & Arts. We hope that you have a meaningful and incredibly satisfactory experience that reflects our mission. In all of our endeavors, we strive to provide opportunities for creativity through instruction and inspire the community through music and the arts.

Refunds are processed within a month of the refund request. If your situation is not addressed below, or you have additional questions, please contact executive director Tricia Andrews: [tricia.andrews@headwatersmusicandart.org](mailto:tricia.andrews@headwatersmusicandart.org) or 218-444-5606.

**Headwaters Music Program** Annual administration fees are non-refundable. If you choose to withdraw from one-on-one music lessons, one month's notice is required.

**Youth Art Program Classes or Clubs** If you choose to withdraw from an after-school art club or youth art or pottery class, one month's notice is required. If a balance is due to the customer, you will receive a refund for the remaining months.

**Summer Camps** Deposits for summer camps are non-refundable. Refunds for the balance paid may be requested up to two weeks prior to the start of camp, minus Payments may be transferred to another camp or program.

**Adult Workshops or Classes** Refunds may be requested up to two weeks prior to the start of the workshop or class. If it is within two weeks prior to the start of the program or class, you may request a refund minus your deposit.

**Event Admission** Concerts and events hosted by Headwaters Music & Arts support our scholarship program for youth lessons and classes. Once purchased or reserved, the tickets are non-refundable. If Headwaters Music & Arts cancels or reschedules an event or concert, ticket holders may contact HMA transfer their ticket to another event, or donate the cost of their ticket to Headwaters Music & Arts.

**Merchandise** If a purchased item such as a shirt, pin or book bag is defective or if you are not happy with your purchase, please contact us within 30 days so we may replace your item or provide an "in store" credit. If possible, please plan to pick up your replacement item at Headwaters Music & Arts. We are happy to send your replacement if necessary. All items are shipped through the United States Postal Service.