



## Halcyon Yarn Classroom Policies & Shared Expectations

Our classroom is an inclusive and welcoming space for creativity, learning, and connection. We're grateful you're here and part of this community!

### Saving Your Spot

Pre-registration and payment are required for all classes to reserve your space. Please also register for free groups, talks, and community gatherings so we can prepare appropriately and contact you about any changes.

Please provide a current email and phone number when you register. We use this information to share important updates, including weather-related changes, materials lists, and any advance preparation or details or after-class follow-up from your instructor.

### Cancellations & Refunds

#### *If We Need to Cancel:*

Occasionally, we may cancel a class due to low enrollment, weather, instructor illness, or other unforeseen circumstances. If this happens, the class will be rescheduled, or you'll be offered a full refund as store credit.

#### *If You Need to Cancel:*

- More than 14 days before class: Full refund in store credit
- 14 days to 72 hours before class: 50% refund in store credit
- No refunds are provided for cancellations made less than 72 hours before class starts
- Special Guest Artist Workshop registrations are non-refundable

#### *Waitlist / Sending a Substitute:*

If you're unable to attend, you're welcome to send someone in your place. Please notify us in advance so we know who to expect. If there is a waitlist and we can fill your spot, you will receive a full refund in store credit.

### Preparing for Class

Please read your confirmation email carefully. Some classes require advance preparation. Some classes require materials or equipment to be purchased or rented prior to arrival. You'll receive a 10% discount on class materials. Arriving prepared helps ensure the best experience for everyone!

- Wear comfortable clothing.
- Some spinning and weaving classes require removing shoes. Please plan your socks accordingly! 😊
- Please refrain from wearing strong scents out of consideration for others.
- Classes longer than three hours include a break — feel free to bring a snack or lunch. Please be mindful of potential food allergies.

### Class Discount

- 10% off regularly priced, in-stock items for two weeks following the class.
- Free gathering participants receive 10% off in-store sales the day of the group.
- Discounts do not apply to special-order equipment or clearance items, and cannot be combined.

### Tools, Supplies & Equipment Rentals

- If equipment rentals are required, please contact us at registration to make arrangements. Rental fees may be applied toward the purchase of equipment for two weeks following your class.
- Tools, books, and supplies provided by Halcyon Yarn or your instructor are for classroom use only.
- If you'd like to rent or borrow equipment for use after the class, please speak with the staff to make arrangements.

## Accessibility & Accommodations

We are committed to creating a classroom environment that is welcoming and accessible to all. Our store and classroom are step-free, with an adjacent restroom for convenience. If you have specific accessibility needs — including mobility, seating, sensory, or other accommodations — we invite you to contact us in advance. We will gladly work with you to support your participation and comfort.

## Health & Wellness

Help keep our classroom healthy, safe, and comfortable for everyone. Please stay home if you are experiencing fever, vomiting, or other symptoms of contagious illness. If you are recovering from illness but feel well enough to attend, we encourage thoughtful precautions. If you begin to feel unwell during class, we ask you that you head home and rest. We understand that missing a class due to illness can be disappointing. If you are unable to attend for health reasons, please reach out — while our standard cancellation policy applies, we are always open to conversation when possible.

## Photo & Video

During your class or event, staff or instructors may take photos or videos for promotional use. By participating in classes, you consent to the use of photos or videos taken during class for promotional purposes, however you are always welcome to decline. If you prefer not to be included, please let a staff member or instructor know at any time and we will happily accommodate your request.

Students are welcome to take photos or videos; please ask permission before capturing or posting images that include instructors or fellow students. *If you share your experience online, we always appreciate being tagged! @halcyonyarn*

## Caring for the Space

Please help us keep the classroom welcoming by:

- Tidying your work area before leaving.
- Treating tools, equipment, and materials with care and returning them to their homes.
- Taking all personal belongings, food, and projects with you.
- If something needs attention, restocking etc., please let the staff or instructor know, we're glad to help!

## Directions & Parking

Halcyon Yarn is located at 12 School St in Bath Maine, a big tan shingle building on the corner of Route One and Washington St. Please park in the lot just past the building, and on weekends, you may park along School St. Please do not park in our neighbors' parking lots! Please check in with staff when you arrive.

## Being in Community

We ask everyone to show up with kindness and respect — for fellow students, instructors, staff, and shoppers. If a situation arises that disrupts the shared experience, we may step in to ensure the space remains comfortable and supportive for all. No refunds are given if a participant is asked to leave due to behavior. We welcome your suggestions for improving the classroom experience and offerings at Halcyon Yarn—please let us know your ideas!

**Questions? Please get in touch!** [customerservice@halcyonyarn.com](mailto:customerservice@halcyonyarn.com) or call 207.442.7909