

DANCE EDUCATION LABORATORY (DEL) AT JACOB'S PILLOW

Refund Policy

- All refund requests must be submitted to Thasia Giles, Director of Community Engagement at Jacob's Pillow, at 413.243.9919 x161 or tgiles@jacobspillow.org. Refunds are computed from the date notification is received.
- Workshop Fee includes a non-refundable \$25 Registration Fee. In the case that you are unable to participate, DEL at Jacob's Pillow will retain the Registration Fee and refund the applicable percentage as stated below.
- DEL at Jacob's Pillow is not responsible for issuing refunds for programs missed as a result of illness, emergencies or other events beyond our control.
 - To receive a 100% refund, withdrawal notification must be received 2 weeks prior to the workshop.
 - To receive a 75% refund, withdrawal notification must be received one week prior to the workshop.
 - To receive 50%, withdrawal notification must be received at least one day prior to the workshop.
 - After this period, refunds cannot be granted.
- For cancelled programs, Jacob's Pillow will do everything possible to help you find a substitute program; however, when this is not possible, you will receive a 100% refund of the Workshop Fee. Please register early to help ensure that programs proceed as scheduled.
- Please allow one to two weeks to process your refund request.