1. MEMBERSHIP DISCOUNTS

To receive discounted program membership pricing, you are required to have purchased your **family membership** before registration. Refunds will not be issued for individuals buying memberships at the same time as program registration or after program registration.

2. LOCATION

Unless otherwise noted, all education classes will be conducted at Gairloch Gardens. The drop off, pick up, and general meeting point will be outside the Education Centre at the east-side entrance of Oakville Galleries in Gairloch Gardens, 1306 Lakeshore Road East, 2 km from downtown Oakville.

3. PARKING

Free parking at Oakville Galleries is provided by the **Town of Oakville**. Parking is available in the main Gairloch Gardens lot immediately off of Lakeshore Road East. A limited number of spots are also available next to the gallery entrance and the Education Centre.

Please note the laneway leading to the parking lot has a speed limit of 15 kilometres per hour. Parking is not permitted on the laneway or on the grass.

4. DROP-OFF + PICK-UP

Most courses, workshops, and camps will occur in the Education Centre, unless otherwise noted. The Education Centre is located on the main floor of Oakville Galleries' Gairloch Gardens location.

Kids Programs, PA Days, and Camps: Government-issued photo identification must be provided to pick up a child or children; and the name and photo on the Identification must match Oakville Galleries' records of approved Guardians. We cannot release a child or children to someone who is not listed on our attendance sheet.

PA Day and Camp Times: The Drop-Off window will be from **9:00 – 9:30 AM** on each day of camp with camp programming commencing at 9:30 AM. The Pick-Up window will be from **4:00 – 4:30 PM** with camp programming ending at 4:00 PM.

No extended care is provided.

Late Arrivals and early pick-ups should be communicated directly to the Education Department with as much advance notice as possible to ensure your child(ren) is/are prepared for your

arrival. **Late pick ups are subject to late fees of $10 for every 5 minutes past the scheduled pick up time.**

5. AGE REQUIREMENTS

Registrants must meet the program's minimum age requirement by the program start date.

6. WHAT TO BRING

Snacks + Lunches

- Oakville Galleries strives to be a nut-free facility. Please do not send your child(ren) with any products that contain peanuts or tree nuts, including Nutella, substitute nut spreads, and / or pesto. Prohibited nuts include: peanuts, almonds, Brazil nuts, cashews, hazelnuts, macadamia nuts, pecans, pine nuts (pinon, pignolias), pistachios, and walnuts.
- Please do your best to pack a litterless lunch and / or snack.
- Please send your child(ren) with a refillable water bottle.
- Please note that we do not allow children to share their food
- If you are attending a workshop, it is recommended to bring a bag to safely transport artwork at the end of the session.

What to Wear

- Dress for art making! Please note, aprons and smocks are not provided.
- Dress for the weather! Outdoor programs will run rain or shine. Participants should dress for the weather to enjoy the surrounding gardens. Alternative indoor venue spaces will be provided should the weather outside become unsafe.
- For summer camps, please provide your child(ren) with sun protection (hat, sunscreen, etc.)
- Closed-toed shoes are required.

7. SPECIAL NEEDS

The parent or caregiver is responsible for notifying the Education Department of any medical condition or special needs that may require special consideration.

If a registrant has a known allergy, a **Medical Release Form** will need to be submitted to the Education Department before the program start date.

8. FIRST AID / MEDICAL EMERGENCIES

Staff will administer first aid to participants on a limited basis for small accidents such as minor

cuts, scapes, or nosebleeds. Your consent for staff to administer first aid to your child(ren) is part of your registration agreement.

If your child is ill or has a fever, please keep them home. If a child becomes ill during the program, a parent or caregiver will be notified and requested to pick the camper up. Your child must be fever-free for 24 hours before returning to programming. In a medical emergency, we will call 911 for immediate care, and immediately contact the parent(s) / caregiver(s). Should emergency treatment be required, the participants will be taken to the closest hospital and their parent(s) / caregiver(s) will be responsible for any emergency medical charges. Your authorization for the Oakville Galleries to secure emergency medical care for your child and your commitment to payment is part of your registration agreement.

9. CODE OF CONDUCT

Oakville Galleries is committed to providing a safe, secure, and respectful environment for all participants, employees, volunteers, and contractors. We value the diversity, self-worth, and human rights of all. We welcome respectful dialogue and strive to treat each person with dignity and respect without violence, abuse, harassment, racism, discrimination, or inappropriate behaviour. Anyone whose conduct is abusive, disruptive, or disrespectful may be asked to leave the Gallery.

10. REFUND AND CANCELLATIONS

All refunds requested by registrants may be subjected to a $35.00 administrative charge.

Summer Art Camp Refunds: No refunds will be issued after the 31st of May each year. **(**May 31, 2026 for 2026 summer camps, and May 31, 2027 for 2027 summer camps) Program switches are subject to availability.

Regular program refunds: Requests for a program registration cancellation that are eligible for a full refund must be made at least 14 days or more **before the** start date of the program in writing. Please email education@oakvillegalleries.com to request your refund. Please note that there are no refunds for cancellations requested less than 14 days before the program begins.

Oakville Galleries reserves the right to cancel or combine classes if a minimum enrollment number is not met. If Oakville Galleries cancels a program, registrants will be notified by email up to a week prior to the start of the program, and registrants will be offered a full refund.

MISSED CLASSES

In the event that a participant does not show up for the program on the day of, the 50% deposit will not be

refunded and/or credits will not be provided.

With respect to programs that Oakville Galleries facilitates in partnership with the Oakville Public Library (OPL), if you cannot make a session, please cancel your spot by emailing us at education@oakvillegalleries.com.

11. MISSED CLASSES

If a participant is unable to attend a scheduled class during the scheduled program, make-up dates, refunds, or credits will not be provided.

12. Waitlist

We initiate waitlists once a program has met its maximum enrollment. Persons on the waitlist will be notified as space becomes available. The waitlist will be in place for that specific program only and will be erased once the program finishes.