



April 2, 2020

Dear Idyllwild Arts Summer Program Parents, Students, and Community,

After sending out our latest email update on Tuesday, March 24, 2020, we wanted to address a few more frequently asked questions we are receiving at this time.

What are the plans for Summer Program workshops, festivals and concerts?

We know many of you have registered your children, grandchildren or yourselves for Summer Program workshops. Summer Program is still several months away, and we are determining the best path forward to delivering opportunities that will inspire your artistic spirit.

If Idyllwild Arts cancels the Summer Program, what is the refund policy?

If Idyllwild Arts cancels a class, we will issue you a full refund. See the official policy below.

Cancellation of class by IAF Before Class is Scheduled to Begin: If IAF cancels a class before that class is scheduled to begin, all tuition and boarding fees for that class are refundable in full. If the student was enrolled for other classes during the same session that were not canceled, the \$50 application fee will not be refunded.

General Questions about our refund policy in regards to the current Health Crisis?

Here are relevant points that may address your specific concerns:

Due to the recent health crisis, we are adapting our cancellation and refund policy to allow you to cancel up to 45 days before the program begins and receive a full refund with the exception of the \$50 application fee and a 3% service fee.

If a student is unable to attend based on travel restrictions (ie, travel VISA denied, airplanes grounded, etc.), we will award a full refund, minus the application and transaction fees.

When will the next update be available regarding Summer Programs?

The next update for Summer Programs will be available no later than Friday, April 10, 2020. Updates are scheduled to deliver at least every two weeks.

When will Auxiliary Children's Programs resume?

On April 2, the Riverside County Health Department ordered schools to remain closed through June 19, 2020, so we can confirm that no on-site Auxiliary programs will take place this spring. We will announce alternate plans and options for the Theatre, Dance and Music Auxiliary Programs soon.

You can stay updated on Idyllwild Arts communications on the issue at any time by visiting our COVID-19 information page.

From all of us at Idyllwild Arts, we wish you well and, as always, we are available to you for any questions or concerns.

Thank you

A handwritten signature in black ink that reads "Mark A. Davis".

Mark Davis
Vice President, Summer & Auxiliary Programs

