

# FAQ

## ARTS EDUCATION PROGRAM FREQUENTLY ASKED QUESTIONS

### OTHER QUESTIONS?

#### PATRON SERVICES AT THE BOX OFFICE

209.831.6858

[BOXOFFICE@CITYOFTRACY.ORG](mailto:BOXOFFICE@CITYOFTRACY.ORG)

#### ARTS EDUCATION PROGRAM OFFICE

209.831.6276

### How do I register for a class?

To register for a class in person or by fax, complete the “Arts Education Program Registration Form” located on the Grand website or in person at the Grand. Make sure to include your name, contact phone number, and the class name and number that corresponds to the class you wish to enroll. Bring the completed form to Patron Services at the Leona Darr Willis Box Office located at 715 Central Avenue in downtown Tracy or fax it to (209) 831-6271.

Online registration is available at [www.TracyArtsAndRec.com](http://www.TracyArtsAndRec.com). For assistance, please call (209) 831-6858 or email [boxoffice@cityoftracy.org](mailto:boxoffice@cityoftracy.org). All fees must be paid at the time of registration.

### What if a class is full?

If you attempt to register for a class and find that it is full, you may ask the Box Office to place you or your child’s name on a waiting list. If a space does become available in the class, Staff will contact the waitlist candidates in order of request.

### What happens if the class does not meet the minimum student enrollment?

If a class does not meet the minimum student enrollment, Staff and the Instructor may opt to cancel it. Students will be notified of the cancellation in advance and issued a full refund or class credit and will not be charged a transaction or refund fee.

### What is a resident and non-resident fee?

Families residing inside the Tracy city limits receive our resident discounted price. All others pay the standard fee. Contact the Box Office if you are unsure if you qualify.

GRAND THEATRE CENTER FOR THE ARTS  
715 Central Avenue in downtown Tracy, Ca  
[atthegrand.org](http://atthegrand.org) | 209.831.6276



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## **Is late registration available?**

If space permits, class registration will be open for up to one week after the first day of class. After the first week of instruction, late registration will only be permitted with approval from the Instructor.

## **Who are the Instructors?**

Arts Education Program classes are taught by Contract Instructors. Contract Instructors are skilled specialists who contribute high educational value by providing services to the community through classes and workshops. They are not employees of the City of Tracy.

## **Can I drop-in the day of class to sign up?**

Guests may not drop-in to a class without having officially registered. In order to participate in a class, you must be enrolled. Guests may visit the Box Office between the hours of 10 am – 6 pm Monday through Thursday and alternating Fridays between the hours of 10 am – 5 pm to register or register online at any time. If a student registers the day of the class, they are advised to bring their receipt. Instructors will not accept drop-ins or registration payments. All financial transactions and registration take place through the Box Office, Arts Education Program Office or online at [www.TracyArtsAndRec.com](http://www.TracyArtsAndRec.com).

## **What if I decide to withdraw from a class?**

To withdraw from a class and obtain a full refund, you must complete the “Request for Withdrawal / Refund Form” at least five business days prior to the start of class. If you decide before the second date of class that you are not satisfied, you may withdraw and receive a prorated refund or credit. Refunds will not be issued after the completion of any class. Lab Fees are non-refundable. All withdrawals, refunds, and transfers will be charged a non-refundable \$5 transaction fee. Refunds under \$20 will only be credited back to your account.

## **What if I miss a day of class?**

If you miss a day of class, you will not receive a make-up session or a refund for the day you missed. By registering for a class, you assume the responsibility of attending class during the times and dates scheduled. The Grand Theatre Center for the Arts will only issue a make-up day or a prorated refund for Staff or Instructor cancellations. If a class is cancelled by the Instructor, or an unforeseen circumstance prevents the class from taking place, the student will be notified.



## **Are art materials provided in classes?**

The Grand Theatre Center for the Arts does provide shared art supplies and equipment for most visual arts classes. In some cases, Instructors may request that students purchase specific materials outside of class. Students may also be asked to bring specialized equipment or supplies to class each week. Please see the class description for more details.

## **Are parents allowed to observe classes?**

We encourage parents to wait outside the classroom to prevent overcrowding and distractions. Parents may relax in our lobbies while waiting. There are also windows on our classroom doors where parents can temporarily monitor their children at any time. In the event where you feel you need to accompany your child in class, please call (209) 831-6276 to make arrangements.

## **Are classes welcoming to those with Special Needs or Accommodations?**

To better serve you, please let us know if the student needs any special accommodations. If you or your child has a disability, specific needs or require additional support, we encourage you to contact our office at the time of registration, or ten (10) working days prior to the start of the class. To help staff and instructors better understand the needs of the student, you may be asked to complete a questionnaire. Although the Arts Education Program will make every reasonable effort to meet specific needs, unfortunately not all accommodation requests can be granted. Each request is evaluated on a case-by-case basis.

## **Is financial assistance available?**

Yes, financial assistance (Scholarship Program) is available to qualified applicants. Youth under the age of 18, active adults 62+, and anyone with disabilities may qualify. Financial aid applications are available online (<https://www.cityoftracy.org/our-city/departments/parks-recreation-department>) or from the Box Office. Completed forms should be returned with the required forms for income verification. Applications may take up to five (5) business days to be processed and are subject to the availability of the funds. Please call (209) 831-6858 or email [boxoffice@cityoftracy.org](mailto:boxoffice@cityoftracy.org) for more information.