



## **Riverside Arts Center Rental Policy and Cancellation Policy**

Riverside Arts Center is dedicated to providing rental opportunities to individuals and groups that align with our mission to offer, promote, and nurture dynamic arts and cultural programs through arts education, performing arts, visual and fine arts activities that serve and engage the community in Ypsilanti, Washtenaw County, and the surrounding area. Generally, rentals to individuals, groups and organizations should involve visual arts, performance arts, and other forms of artistic expression.

Community events that do not fall within Riverside's mission will be considered on a case to case basis.

Riverside does not currently accept private event rentals, partisan political, or religious events.

### **Cancellation Policy for Studio Rental**

***\*\*Theater Rentals have a separate cancellation policy\*\****

We understand that plans can change, and sometimes it's necessary to cancel or reschedule a studio rental booking. To ensure a fair and consistent approach for all our clients, we have established the following cancellation policy:

#### **1. Studio and Gallery Cancellation Notice:**

- 1.1. Clients are required to provide a minimum of 14 days notice for cancellations or changes to their studio rental booking.
- 1.2. Cancellations made within 14 days of the scheduled rental period will be subject to the cancellation fees outlined below.

#### **2. Studio and Gallery Cancellation Fees:**

- 2.1. Cancellations made at least 14 days prior to the scheduled rental period will not incur any cancellation fees.

2.2. Cancellations made within 14 days of the scheduled rental period, as well as no-shows, will forfeit the deposit and be charged 50% of the full rental amount.  
2.3 Cancellations made less than 7 days prior to the scheduled rental will result in forfeit of the deposit and be charged the full rental amount. (Please see 5 and 7 for cancellations due to special circumstances.)

### 3. Studio and Gallery Rescheduling:

3.1. Clients who wish to reschedule their rental booking may do so with a minimum of 14 days notice at no additional charge, subject to availability.  
3.2. Rescheduling requests made within 14 days of the scheduled rental period may be accommodated, subject to availability, but will not exempt the client from applicable cancellation fees if the original booking is not used.  
3.3 Rentals can be rescheduled one time. After that the rental is canceled and must be rescheduled as a separate rental.

### 4. Studio and Gallery Refunds:

4.1. Refunds for cancellations will be processed within 7-10 business days from the cancellation date.  
4.2. Refunds will be issued using the same payment method used for the original booking.

### 5. Studio and Gallery Force Majeure:

5.1. In the event that circumstances beyond a client's control, such as severe weather, natural disasters, or other unforeseen emergencies, prevent them from using the rental studio, exceptions to the cancellation policy may be considered. Documentation may be required to support such claims.

### 6. Studio and Gallery Communication:

6.1. All cancellation or rescheduling requests must be made in writing.  
6.2. It is the client's responsibility to ensure that the cancellation or rescheduling request has been acknowledged by our team.

### 7. Studio and Gallery Special Considerations:

7.1. For long-term or recurring bookings, a separate cancellation policy may be negotiated and outlined in the rental agreement.  
7.2. Clients with a history of timely cancellations and adherence to the policy may be granted leniency in exceptional cases, subject to management's discretion.

### 8. Property Damage and Liability

8.1 Renter assumes responsibility for damage to Riverside Arts Center property.

8.2 Items damaged must be reported, replaced, and/or paid for in full by the renter within a reasonable amount of time to be agreed upon with RAC staff.

By adhering to this cancellation policy, we aim to maintain a fair and transparent approach to studio rental cancellations and rescheduling, ensuring a positive experience for all while effectively managing our resources. Please feel free to reach out to our team if you have any questions or need further clarification on our policy: [info@riversidearts.org](mailto:info@riversidearts.org).