

Cancellation Policy

Effective May 27, 2026. Updated July 30, 2026.

1. Overview

This Cancellation Policy describes the terms applicable to cancellations, rescheduling, and refunds for all Seyff bookings. By making a booking, you accept these terms, unless otherwise agreed to in writing.

2. Private Events and Corporate Retreats

Cancellation timing	Refund amount	Rescheduling
More than 15 days before the session.	100% refund or full credit.	Free rescheduling, subject to availability.
3 to 14 days before the session.	50% refund. 50% credit toward a future session if rescheduled within 6 months.	\$200 rescheduling fee
Less than 3 days before the session.	No refund. No credit.	Not available; full payment forfeited.

3. Three Class Package

- The Three Class Package must be used within 12 months of purchase.
- Unused sessions in the package do not roll over beyond 12 months.
- The package is nonrefundable once purchased, except for cancellations made within 7 days of purchase and before any session has been delivered, in which case a full refund will be issued.
- Individual sessions within the package are subject to the cancellation timing terms above.
- Each Three Class Package includes one complimentary rescheduling per session, with at least 7 days' notice.

4. VIP Buyout Sessions

VIP buyout bookings require a 50% deposit at the time of confirmation. The deposit is fully refundable up to 30 days before the session, 50% refundable from 15 to 30 days before, and nonrefundable within 15 days. Standard rescheduling fees apply.

5. Individual Classes (when offered)

- Refunds are available up to 5 days before class starts.
- Cancellations within 5 days of each class are nonrefundable but may be transferred to another individual at no charge. Please see Eventbrite's rescheduling policy or email us for more information.

- No shows or late arrivals over 15 minutes forfeit the full ticket price.

6. Gallery Rentals (Experienced Artists)

Cancellation terms for experienced artist gallery rentals are governed by the written rental agreement signed by the artist and Seyff.

7. Open Call Applications

Applications to the emerging artist open call program have no application fee. There is nothing to refund. If selected, exhibition terms are governed by the written exhibition agreement signed by the artist.

8. Studio Cancellation by Seyff

In the event Seyff must cancel a session due to building emergency, staff illness, force majeure, or other cause beyond our control, Seyff will offer the client either a full refund or rescheduling at the client's preferred date subject to availability, at no charge.

9. Force Majeure

Neither Seyff nor the client shall be liable for any failure or delay in performance due to causes beyond reasonable control, including natural disasters, governmental orders, public health emergencies, severe weather, fire, utility outages, civil unrest, labor disputes, or transportation failures. In the event of a force majeure cancellation, Seyff will work with the client to reschedule or, if rescheduling is not feasible within 6 months, issue a refund of any amounts paid.

10. How To Cancel Or Reschedule

To cancel or reschedule a booking, email info@seyff.co with your name, the original booking date, and your requested change. Cancellations are effective when acknowledged by Seyff in writing.

11. Refunds

Refunds are issued to the original payment method within 10 business days of approval. Refunds for ACH or wire payments may take longer due to bank processing times. Refunds for card payments will appear on the next billing statement.

12. Contact

Seyffert Art LLC, doing business as Seyff, 247 Water Street, Unit 307, Brooklyn, NY 11201, info@seyff.co.