



Class Refund and Cancellation Policy

Contact Information

Willow Pass Center
2748 E. Olivera Road
Mon-Fri: 10 am-12 pm and 1-3 pm
(925) 671-3404

How do I cancel a registration or transfer out of one class into another?

Request for withdrawals/transfers must be performed in person or over the phone. Please call the Registration Office at (925) 671-3404 or visit us at either Centre Concord or Willow Pass Community Center. If you wish to drop or transfer to another session, call us at least five (5) full working days before the start date for a refund or credit. *No refunds for non-attendance, one-day workshops, trips or materials fees.*

What is your refund policy?

If you wish to drop or transfer to another session, call us *at least five (5) full working days* before the start date for a refund or credit. No refunds for non-attendance, one-day workshops, trips or materials fees.

Quality Assurance

Try our classes. If, after attending the first class, you are not happy with the quality of the program, call us right away. Tell us what was wrong so we can make it right. If you call by the second class, we will give you a full refund or credit. There are no refunds for non-attendance, one-day workshops, trips or materials fees.