Soapmaking Studio
7301 Mount Vernon St
Lemon Grove, CA 91945
Telephone: +1 (619) 668-1435

Online Policies
For Online Student Fees and Materials

Most but not all Soapmaking Studio classes are available online. Online availability is subject to the instructor's discretion. Instructors access a microphone to communicate and answer questions from online students.

An additional fee is charged to students for online attendance. The online fee covers the mailing of the workbook to the student before the scheduled class, the expense of having a staff member operate the camera for the online student during the class, and another mailing to the online student after the class of a certificate of completion and products made during the class.

Class workbooks must be mailed to online students in a timely manner. Our goal is to ensure the class workbook will be delivered to the student a minimum of one (1) day before the online class. Therefore, the online fee is determined largely by the mailing fee charged by the US Postal Service and varies by the length of time between registration and the class date.

Class registration is not complete until all fees are paid, which may include the online fee, a class fee, and/or a materials fee.

Completion of Registration	Online Fee	Mailing Service for Workbook
5 days or fewer	$38.00	Priority Mail Express (expedited)
6 days or more	$25.00	First Class Mail

After completion of the class, the certificate and products are mailed via USPS First Class Mail if the weight is 13 ounces or less and via USPS Priority Mail if the package weighs over 13 ounces.

The class fee and/or materials fee for each class differ and are determined by length of time of class and materials issued to students. Please refer to the "Classes" page of the website at https://www.soapmakingstudio.com/classes.html. For a description of which fees incur California sales tax, please refer to https://www.soapmakingstudio.com/registration/taxable-classes.pdf.

Because the Soapmaking Studio is located in southern California, all scheduled class times are listed in Pacific Time. Online student check-in through Google Meet begins 15 minutes prior to the scheduled class time to allow for connection completion and familiarization with Google Meet tools. Before the start of the online class, please review the "Recommended Connection Procedures" section of the website at https://www.soapmakingstudio.com/policies.html#online-connection-procedures.

The online student is responsible for his/her own technical device, charging of the device, internet connection, and etcetera. If a viable reception is not accomplished within 30 minutes after the start of class, the online student may choose to have the class fee refunded or to retake the online class at a later date. Online fees and material fees are non-refundable due to the completed mailing of materials and staff scheduling.

Recommended Connection Procedures

The invitation to connect and view the class online is sent to students through an email hyperlink no later than the evening before the class and again about 15 minutes before the start of the live class. Registered online students may also connect to their class through the Soapmaking Studio Google Calendar. After locating the class by date, open the "more details" page for your class, and click the *meet.google.com/xxx-xxxx-xxx* link after "Joining info." All times are listed in Pacific Time.

Because the online workbook and video/audio feed are both served via Google products, they work best with the free Google Chrome Internet browser or other modern browsers, such as Edge, Firefox, or Safari. If using the Internet Explorer browser, install the free Google Video Support Plugin. Mobile devices, such as android phones, iPhone, and iPad, require installation of the Google Meet App. Desktop computers, laptop computers, and mobile devices work best immediately after being fully charged and re-booted (shutdown and re-started).

1. Several days before your online class, verify your ability to login to the Google Services Login Page.
2. The day before your online class, fully charge your device.
3. 15 minutes before the start of your online class, freshly re-boot your machine and go online to the Soapmaking Studio Google Calendar. After locating the class by date, open the "more details" page for your class, and click the meet.google.com/xxx-xxxx-xxx link after "Joining info."
4. Telephone the Soapmaking Studio +1 (619) 668-1435 if you have any difficulties.