

Pullen Arts Center and Sertoma Arts Center Participants:

2017 will be a year of change for Pullen and Sertoma Arts Centers. Both centers will see exciting renovations to better serve their communities and these renovations will require temporary closure of the buildings.

Sertoma will be closed for HVAC replacement January 1-March 31, 2017 and Pullen will remain open during this time.

Sertoma is slated to reopen April 1, 2017 and Pullen will close soon after for at least 12 months for complete renovation.

Due to these closures, both centers have revised and expanded studio membership options to better serve participant needs. These changes will go into effect August 1, 2016 and remain available through the reopening of Pullen Arts Center in late 2018/early 2019.

STUDIO CARD MEMBERSHIP OPTIONS – ART A LA CARTE

Options effective August 1, 2016 through Pullen Arts reopening in late 2018/early 2019

Pullen

1 month: \$20

3 months: \$30

6 months: \$45

No universal passes available until the new building opens.

Sertoma

Passes for Sertoma will not be sold January - March while the facility is closed.

1 month: \$20

3 months: \$30

6 months: \$45

Annual: \$70

No universal passes available until Pullen opens.

Please note: All participants must meet each facility's requirements for qualifying for a studio card before purchasing.

MEMBERSHIP – FREQUENTLY ASKED QUESTIONS

When will the Pullen studios close?

The last day patrons will be able to access the studios will be April 30, 2017.

When will the Sertoma studios close?

The last day patrons will be able to access the studios will be December 21, 2016. Please contact Sertoma for pottery studio final kiln firing dates, last date for firing guaranteed before the holidays, etc.

I have a Sertoma membership set to expire while/after Sertoma's closure. How will my membership be impacted by the closure?

Sertoma studio members will be compensated through a pass extension. On the date that Sertoma re-opens, passes will be extended by the amount of days missed due to the building closure. Example: A pass set to expire January 31 will have missed a total of 41 days of use since December 21, 2016. When Sertoma re-opens April 1, the pass will be extended by 41 days, to expire on May 11.

I have a Pullen membership set to expire after Pullen closes for renovations. How will my membership be impacted by the closure?

Pullen studio members who have purchased memberships prior to August 1, 2016 will be compensated through a prorated credit based on the number of days impacted. This credit will be placed on the patron's City of Raleigh Parks, Recreation and Cultural Resources account for program registrations and facility rentals within the department. Patrons purchasing memberships after August 1 will not be compensated with a prorated credit for any unused days beyond April 30, 2017.

I have a universal membership set to expire while Sertoma is closed. I know I can use Pullen but how will I be compensated for my days lost at Sertoma?

Your Sertoma portion of your membership will be extended once Sertoma re-opens and you will be able to use Sertoma's studio for the amount of days impacted by facility closure.

I have a universal membership set to expire after April 30, 2017. How will my membership be impacted by the closure of each center?

Patrons will be issued a credit to their City of Raleigh Parks, Recreation and Cultural Resources account for the amount of days they've been impacted due to Pullen's closure. Patrons will still have access to Sertoma's studio until their stated expiration date, including extension of their membership due to Sertoma's closure.

My universal membership is ending and I'd like to renew.

We will temporarily discontinue universal memberships as of July 31, 2016. Members wishing to continue to use both studios can do so by purchasing memberships a la carte. We will resume sale of universal memberships to qualified participants when the new Pullen Arts Center opens.

Will universal memberships be offered again in the future?

Yes, once Pullen reopens, we will begin offering the universal membership.

My Pullen membership has expired. What are my options?

Membership options can be reviewed with each patron on a case by case basis. Multiple options are available so that patrons can select the best option for their individual needs.

August 1, 2016 - October 31, 2016

1-month, 3-month, 6-month memberships.

Annual memberships are still available, but patrons can make the decision to purchase based on what is best for their circumstances. Note that expiration date for annual

memberships will automatically be set for April 30 and no proration is available for this option.

November 1, 2016 - January 31, 2017

1-month, 3-month memberships.

6-month memberships are still available but patrons can make the decision to purchase based on what is best for them financially. Note that expiration date for 6-month memberships will automatically be set for April 30 and no proration is available for this option.

February 1, 2017 - March 31, 2017

1-month memberships.

3-month memberships are still available but patrons can make the decision to purchase based on what is best for them financially. Note that expiration date for 3-month memberships will automatically be set for April 30 and no proration is available for this option.

April 1-30

1-month memberships.