



TRANSCEND STUDIOS

LATENESS, REFUND AND CANCELLATION POLICIES

These policies govern booking and participation in all our classes, courses, events and workshops.

By booking, you agree you have read, understood and are agreeing to the terms of our lateness and booking and cancellation policies.

A polite note on lateness...

We ask you to arrive 10 minutes early for your class or workshop.

A lot of our classes take place when the coffee shop is closed, and therefore for security and safety of everyone, the door has to be locked a moment before the start of class, so everyone can settle in and the class can begin on time.

By showing up early to class, it gives you time to park your car and give yourself a moment to let go of whatever happened before you arrived. Start being early to the important things in your life and see what happens!

If you arrive after the class has started and the door is locked, entrance will not be permitted. This unfortunately means your late arrival will be treated as a late cancellation/no show and a refund/transfer will not be issued.

Bookings and Cancellation Policy

Please be aware that all class bookings - all tickets and class passes - are non refundable, unless we (Transcend) have to cancel a class or workshop for unforeseen circumstances.

We understand that cancellations are sometimes unavoidable - but cancelling late or not attending at all often stops other customers from booking places in that class. If you cancel a class booking within 24 hours of the class start time, the class will not be credited back to your account or refunded.

We do however accept transfers up to 24 hours in advance of your class/workshop start time. You can transfer your own sessions up to 24 hours before the session on our booking system.

No refunds will be given for late cancellations, no-shows, early departure from classes, unused tickets or expired class passes.

Transcend Studios reserves the right to cancel a class or workshop at short notice. Although this is very rare, as much notice as possible will be given, we will either rearrange to the next class or workshop scheduled for you, or provide you with a refund.