

## CANCELLATIONS, REFUNDS & TRANSFERS

- ★ Payment is require in full at time of booking and places cannot be reserved until payment is made
- ★ I cannot give refunds for classes you have already missed.
- ★ **DROP-IN** classes:
  - Please give 24hrs notice if you wish to cancel a drop-in class (less 10% fee).
  - Please give 24hrs notice if you wish to transfer a drop-in class ticket.
  - Refunds or transfers will only be given with less than 24 hours notice, with discretion.
- ★ **COURSES, WORKSHOPS & DAY RETREATS**
  - Full refunds can only be given for cancellations made more than 7 days before the start date (minus 10% admin fee).
  - Refunds and transfers less than 7 days before the start date can be made if your place can be filled from the waiting list (minus 10% admin fee).
  - No refunds can be given for classes missed due to appointments, illnesses or holidays etc., but I can offer a recorded class that week instead.
- ★ **PRIVATE APPOINTMENTS (YOGA, MASSAGE, SOUND)**
  - Payment is require in full to confirm your booking/appointment
  - Please give as much notice as you can to cancel or change an appointment, but **NO LESS THAN 24 hours**. You will receive a full refund minus 10% fee for cancellations in these circumstances. There is no charge for a changed appointment.
  - Refunds and changes cannot be made with less than 24 hours notice or if you miss an appointment.

*I try to be as flexible, understanding and fair as possible whilst respecting my Yoga business. I understand that life is busy and sometimes you may need to cancel your booking with me. As a small business, cancellations can have quite an impact. Classes can fill up quickly and so it is important to know in advance if you would like to change a booking. Please get in touch if you have any queries - Naomi 07801 350469.*

(Updated 1st November 2023)