



## **Cancellation, Refunds and Punctuality Policy**

By making your booking, you agree that you have read, understood and are in agreement to the terms and conditions of our cancellation, refunds and punctuality policies detailed below.

### **A polite notice on punctuality!**

We ask you to arrive early for your class, for your benefit and the benefit of other attendees.

A lot of our classes take place when the venues are closed to the general public, and therefore for security and safety of everyone, access may be restricted once the class begins.

By arriving early to your class, it allows you time, to park your car, get ready, let go of all your thoughts and stresses of the day/week and allows you to be present.

To be early is to be on time, give your-self time.

If you arrive late, entrance may not be permitted. This unfortunately means your late arrival will be treated as a no show and a refund will not be issued.

### **Bookings and Cancellation Policy**

We understand that cancellations are sometimes unavoidable –

However, cancelling late or not attending at all often stops other attendees from booking places in that class. Therefore, unfortunately, any no shows or cancellations made within 24 hours of the start time of the event will still be charged and no refund will be given, this includes early departures.

Holistic Life Co. reserves the right to cancel a class or event at short notice, although this is very rare, we will give you as much notice as possible via email or text depending on what contact information was provided at the time of booking.

Please note that if we are forced to cancel a class or event due to unforeseen circumstances, all attendees and bookings for classes and events will be given the option of transferring to the next available date if spaces are available or will be provided with a full refund.