

## **Refund & Cancellation Policy**

For those who have booked a class either on the phone or online - Please try to give us notice prior to class commencement by email (info@yogabalance.co.uk) to cancel your class. We will not refund you for this class but will put the credit on your account with us to use for a future class. Prepaid missed classes are non refundable and non transferable.

### **Private & Semi Private Classes**

We require 24 hours notice to cancel your private & semi private classes with us. Less than 24 hours notice will be charged at 50%

If no notice is given, your session is forfeited and you will be charged in full. Exceptional cases may be considered.

### **Therapies Centre**

We require 24 hours notice to cancel your booked therapies with us. Less than 24 hours notice will be charged at 50%

If no notice is given, your session is forfeited and you will be charged in full. Exceptional cases may be considered.

### **Registered Courses, Workshops & Training**

If you are unable to attend a program due to circumstances out of your control (determined on a case-by-case basis by our administration), we can offer you a refund if you notify us prior to your session start date. However we do charge a 30% cancellation fee or retain your non-refundable deposit. This cancellation fee may be avoided if you opt for an alternative course date with the course provider. Service credits are valid for 3 months. Service credits are non-transferable. There is no cash refund.

No refund is given after the commencement of a course or workshop, unless under exceptional circumstances (reviewed on a case by case basis).

In the case of a workshop or course being cancelled by the provided, full refund will be given.