

# CANCELLATION POLICY

## Cancellations (Workshops, Events and Classes)

Our venue (in person and online) holds limited seating, and many of our workshops, events and classes sell out. For this reason, we request that you cancel at least 7 days before your scheduled workshop/event/class. This will allow us to offer your spot to another client. You may cancel or reschedule online by logging-into the scheduling page at [www.kinshipglow.com/schedule-appointment](http://www.kinshipglow.com/schedule-appointment)

You may also email us at [info@kinshipglow.com](mailto:info@kinshipglow.com) to cancel.

Please note, we do not offer refunds. However, if you give us at least a 48-hour notice of your need to cancel, we will credit your payment toward another workshop/event/class. However, if you do not cancel with at least a 48-hour notice, you will lose any payments you have already made.

## Potential Class/Workshop Cancellations

In the event that a class/workshop needs to be cancelled we will make reasonable attempts to modify the class/workshop or reschedule it. If the class needs to be cancelled due to:

- A COVID surge, your in-person class/workshop will be moved online or to an outdoor location. You will be notified in advance through the email you registered with and by text or phone call.
- Due to rain (if outdoors), teacher/facilitator illness, or anything beyond our control, you will have a choice of participating in an in-person make up, live-stream class or watching a recorded video of that week's class.

Class fees are non-refundable.

## Make up Class in a Class Series

If you signed up for a class series and miss a scheduled class, there are no make-up classes.

In the event that we offer the same class during the same week that you miss, you may be able to make-up the class by attending the other class offered that same week, if space permits. Please check with class facilitator in advance or email us at [info@kinshipglow.com](mailto:info@kinshipglow.com).

*Please note: make-ups do not carry over from previous semesters. If you know you'll miss a class during the series, please let the facilitator know.*

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## **Withdrawing from a Class**

Clients wishing to withdrawal from a class must do at least 48 hours in advance. Clients are responsible for class attendance. Non-attendance does not constitute a withdrawal and all fees are forfeited if KinshipGlow is not informed of the withdrawal. Cancellations and withdrawals require at least a 48-hour notice to avoid forfeiting registration fees.

If special circumstances necessitate withdrawal from class, please call or email us at [info@kinshipglow.com](mailto:info@kinshipglow.com).

We appreciate your understanding.