



CANCELLATION POLICY

PRIVATE SESSIONS

No Refunds:

Please note that no refunds are provided for purchased Private Sessions. However, we offer concession cards that are valid for 6 months and 12 months respectively, allowing flexibility in scheduling.

Cancellation Notice:

We require a minimum of 48 hours' notice for all cancellations or rescheduling of private sessions. This ensures we can offer the slot to other participants.

Late Cancellations (Less than 24 hours):

- If you cancel or reschedule within 48 hours of your booked session, a 50% cancellation fee will apply to cover the time and preparation dedicated by our instructors.
- With less than 24 hours' notice, we are unable to reschedule, and the session will be forfeited without the possibility of a refund.

No Shows:

Failure to attend your scheduled private session without prior notice will result in 100% of the session fee being charged.

Rescheduling:

You may reschedule your private session without penalty if you provide at least 48 hours' notice. We will do our best to accommodate your preferred new date and time based on availability.

Illness or Emergencies:

In the case of prolonged illness or injury, we can pause your concession card with a valid doctor's certificate. Please contact us **via email** to arrange this.

Modifications & Termination:

We reserve the right to modify or terminate this insurance policy at any time. Any changes will be communicated to those affected.

Contact Information:

To claim your insurance (reschedule or make-up session) or for any inquiries, please email us at flipsandtumbles@outlook.com

This policy ensures clarity while maintaining a structured process for scheduling these sessions.