

## Cancellation Policy (UPDATED 2024)

### 1. Objectives and Background

Storm Science LLC. is committed to providing the best service in the industry. We aim to accommodate your needs.

Unfortunately, when a client cancels without adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging in our services.

### 2. Cancellation Process:

We understand situations can arise in which you must cancel the program. Due to limited program availability, we request that you cancel with at adequate notice. This allows us to fill that program slot.

You may cancel or reschedule by contacting us at [staff@stormscience.org](mailto:staff@stormscience.org)

We require a minimum of thirty (30) days' notice for cancellation or rescheduling.

If thirty (30) days is not given, then the client will be subject to a cancellation fee of 30% of the program price. This fee will be due within 15 days of the cancellation.