

Heart & Shoal

Cancellation & Rescheduling Policies

Please read in their entirety, thank you!

Private Lessons and Semi-Private Lessons

- If your lesson date is a week or more in the future, you can be rescheduled without penalty.
- If your lesson date is a week or more in the future, you can cancel and be refunded 100% of the lesson price.
- If your lesson is in less than a week, then you are able to cancel and receive a partial refund of 60% **up until 24 hours before the lesson.**
- If your lesson is in less than a week, you can reschedule for a fee of \$20 **up until the 24hrs before the lesson.**
- If your lesson is in the next 24 hrs, cancellations within 24 hours of the lesson time are unfortunately non-refundable.

Classes

- Your class fee is 100% refundable up until 72hrs **before the first day of class.** For example, if the class dates are 5/7, 5/14, 5/21, 5/28 and the class is at 10am, you can cancel and receive a full refund up until 5/4 at 10am.
- Individual days of the class session are not refundable.
- If you register for the class within the 72hrs before the first day of class, your class fee is non-refundable.
- Cancellations within the 72hrs prior to the first day of class are unfortunately non-refundable.