

# STONE MANOR STUDIOS

## *Cancellation Policy*

### Cancellation Notice:

To cancel your enrollment in a class, please submit a cancellation request by calling or emailing us.



# *Refund Policy*

**48-HOUR NOTICE:** YOU ARE ELIGIBLE FOR A REFUND IF WE RECEIVE YOUR WRITTEN CANCELLATION REQUEST AT LEAST 48 HOURS BEFORE THE FIRST CLASS BEGINS.

**REFUND PROCESSING:** REFUNDS WILL BE PROCESSED AS A CHEQUE OR AN E-TRANSFER, DEPENDING ON YOUR INITIAL PAYMENT METHOD.

**LATE CANCELLATIONS:** UNFORTUNATELY, WE CAN ONLY OFFER A REFUND FOR CANCELLATIONS MADE AT LEAST 48 HOURS BEFORE THE START OF THE FIRST CLASS.

**EXCEPTION - WAITLIST REPLACEMENT:** IF YOUR SPOT IN THE CLASS CAN BE FILLED FROM OUR WAITLIST, WE MAY ISSUE A REFUND AT OUR DISCRETION, IRRESPECTIVE OF THE CANCELLATION NOTICE PERIOD. THIS IS SUBJECT TO THE AVAILABILITY OF WAITLISTED STUDENTS AND IS NOT GUARANTEED.

# Course Cancellation

WHILE WE ACCOMMODATE A MAXIMUM OF  
**TEN PARTICIPANTS** PER COURSE,  
INDIVIDUAL INSTRUCTORS MAY ESTABLISH  
MINIMUM REGISTRATION REQUIREMENTS  
BASED ON THEIR SPECIFIC NEEDS. HENCE,  
IF A COURSE FAILS TO MEET THE MINIMUM  
REGISTRATION SET BY THE INSTRUCTOR  
WITHIN THREE DAYS OF THE SCHEDULED  
START DATE, WE RESERVE THE RIGHT TO  
CANCEL IT.

WE WILL NOTIFY YOU IMMEDIATELY OF  
LOW ENROLLMENT AND ANY COURSE  
STATUS DEVELOPMENTS. YOUR  
UNDERSTANDING AND COOPERATION ARE  
GREATLY APPRECIATED IN ENSURING THE  
SUCCESS OF OUR PROGRAMS.



# *Non-Attendance*

## **NON-ATTENDANCE:**

A REFUND CANNOT BE ISSUED UNDER THESE CIRCUMSTANCES IF YOU ARE ABSENT FROM A CLASS WITHOUT GIVING PRIOR CANCELLATION NOTICE.

FOR CANCELLATION REQUESTS, PLEASE EMAIL US AT :

**CREATE@STONEMANORSTUDIOS.CA.**



# *Changes by Stone Manor Studios*

IF STONE MANOR STUDIOS RESCHEDULES OR CANCELS A CLASS DUE TO WEATHER OR INSTRUCTOR ILLNESS, ALL REGISTERED PARTICIPANTS WILL BE NOTIFIED PROMPTLY AND OFFERED A FULL REFUND OR THE OPTION TO TRANSFER TO ANOTHER CLASS.

WE VALUE YOUR UNDERSTANDING OF OUR CANCELLATION POLICY, WHICH HELPS US MANAGE OUR CLASS SCHEDULES EFFECTIVELY AND GIVE ALL STUDENTS THE BEST POSSIBLE EXPERIENCE. SHOULD YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING THIS POLICY, PLEASE DO NOT HESITATE TO CONTACT US.

