

CANCELLATION & REFUND POLICY

Last updated December 22, 2023

Tranquility Wellbeing provides its individual bookings, groups, workshops, or classes on the understanding that a client/attendee's payment indicates their **commitment to attend the service they've booked, at the time/place they've agreed to attend**. In the instance of groups, workshops or classes, Tranquility Wellbeing uses upfront payments for the costs incurred (e.g. Room rental) in providing its services. However, we all know that sometimes the unexpected happens, so please contact Suzanne at Tranquility Wellbeing as soon as possible if you need to cancel an upcoming booking/service.

In the instance of in-person groups, workshops, or classes, and in an effort to respect the service and other attendees, please take responsibility for allowing adequate time to find the building/location, available parking etc. and arriving **at least five minutes** before the start of any (in-person or online) booking, group, workshop, or class.

If you have paid for an (in-person or online) upcoming group, workshop, or class and are no longer able to attend, **please try to give as much notice as possible** so that your place can be offered to another potential attendee. The minimum cancellation is **48 hours before** that group, workshop or class is due to commence, and **a refund will be issued** to you.

However, if you cancel **within 48 hours** before any (in-person or online) group, workshop or class is due to commence, because of the unlikelihood of your place being sold to an alternative attendee, **no refund will be issued**. Additionally, once any (in-person or online) group, workshop or classes have commenced, payments are **non-refundable**.

Due to the unlikelihood of **online individual bookings** being resold to alternative service users, upfront payments for individual online bookings are **non-refundable**, except in exceptional circumstances.

If Tranquility Wellbeing cancels an upcoming **online** individual booking, group, workshop or class, **a full refund** will be issued.

If Tranquility Wellbeing cancels an **in-person** group, workshop or class, an online option (with the applicable lower price) may be offered instead, and **a partial refund** will be issued. However, in the event of Tranquility Wellbeing cancelling an **in-person** group, workshop, or class, with no online option offered, **a full refund** will be issued.

Refunds for online payments will usually be made via the payment method used for payment (the time this takes will be subject to the payment processor's refund policies, usually a couple of days). Alternative refund options may also be available, these can be discussed upon receiving notice of your cancellation.