

## **Holistically Anne Harrison Cancellation Policy**

### **Yoga classes**

Yoga classes can be booked via the Holistically Anne Harrison Website, the costs of booking and any transaction fee will be detailed in the system prior to payment of your booking. Special offers may from time to time be available, if there is a time limit on one you have purchased under the offer, this will be detailed in the description of the offer and it is the client's responsibility to use the offer within the designated time. Classes can be cancelled in the booking system up to two hours before the class and you will be automatically credited in the system. If you have booked using the semester option please email your cancellation and I will cancel your class in the system, so it doesn't impact on the rest of your semester. Check what happens with semester) In case of personal emergency or sudden illness/injury you can contact via email or text message up to the start time of the class and a credit may be applied in the system. Bookings cancelled up to 24 hours in advance will be credited into the system, at the time of cancellation if you would prefer a refund it must be requested at this time. The refund will not include any transaction fees you paid. Upon processing your refund any corresponding credit will be removed from the system

### **Workshops & talks**

Workshops include any classes over 1 hour long. Workshops and talks can be cancelled in the booking system up to 24 hours before their start time. Bookings cancelled up to 24 hours in advance will be credited into the system. In case of personal emergency or sudden illness/injury you can contact via email or text message up to the start time of the workshop or class and a credit may be applied in the system. Bookings cancelled up to 48 hours in advance will be credited into the system, at the time of cancellation. If you would prefer a refund it must be requested at this time. The refund will not include any transaction fees you paid. Upon processing your refund any corresponding credit will be removed from the system

### **Retreats**

Retreats will carry their own cancellation policy with them. This is as they often involve a number of suppliers and additional therapists. Cancellation details will be provided with the booking information.

### **Appointments**

Appointments can be cancelled and rescheduled in the booking system up to 48 hours in advance. if you would prefer a refund it must be requested at this time. The refund will not include any transaction fees you paid. Upon processing your refund any corresponding credit will be removed from the system. Bookings cancelled up to 24 hours in advance can be cancelled and rescheduled in the booking system (can they?) up to 48 hours in advance. If you would prefer a refund it must be requested at this time. This will be classed as a late cancellation and refund of 50% minus any transaction fees you paid will be issued. Upon processing your refund any corresponding credit will be removed from the system. In case of personal emergency or sudden illness/injury you can contact via email or text message up to the start time of the appointment a credit may be applied in the system.

## **Repeated cancellations**

Repeated cancellations at short notice will be flagged to individuals to remind them of the impact this can have on a small business and the other people trying to access its services. Missed classes, workshops, talks or appointments if the customer has not cancelled the appointment within the terms set out above and does not attend their class, workshop, talk or appointment. No credit or refund will be reissued, unless exceptional circumstances can be demonstrated and agreed.

## **Cancellations made by Holistically Anne Harrison**

If, for any reason we must cancel a class, work shop, talk or appointment, you will be notified as soon as possible and I will work with you to credit the system, reschedule or issue a refund). In order to provide my services to you there will be times when disclaimers or terms of engagement will need to be agreed and signed. In addition to this there might be further information I need about you to prepare for meeting you, in order to fully deliver the service you require. At the point of booking you will be informed of the timescales for me receiving these. If the timescales are not met, the service will be cancelled and only 50% of the fee refunded.

Contact details links to booking systems can be found directly on my website [www.holisticallyanneharrison.co.uk](http://www.holisticallyanneharrison.co.uk) To request a refund, within policy guidelines a message can be sent to either [hello@holisticallyanneharrison.co.uk](mailto:hello@holisticallyanneharrison.co.uk) or 07759 026522