

CANCELLATION POLICY

1. Cancellation Period:

- Customers may cancel their service bookings at any time before a 24 hour period, but the effective cancellation date and applicable charges may vary depending on the type of service and the timing of the cancellation.

2. Service Bookings

- Lesson or Session Bookings: Customers can cancel individual lesson or session bookings up to 24 hours prior to the scheduled appointment time to receive a full refund. Cancellations made within 24 hours of the appointment time may be subject to a cancellation fee.

3. Cancellation Fees

- Cancellation fees, if applicable, will be based on the timing of the cancellation and the type of service booked. These fees will be deducted from any refund issued for the cancelled service.
- The amount of the cancellation fee will be clearly communicated to the customer at the time of booking and will be outlined in the booking confirmation email.

4. Refund Policy

- Refunds for eligible cancellations will be processed using the original method of payment.
- Refunds will typically be processed within 5-7 business days from the date of cancellation confirmation.
- Any applicable cancellation fees or non-refundable deposits will be deducted from the refund amount.

5. Cancellation Procedure

- Customers can initiate a cancellation request by contacting our customer support team via email, phone, or through the cancellation request form available on our website.
- To expedite the cancellation process, customers should provide their booking details, including the booking or session date and time, as well as the reason for cancellation.
- Once the cancellation request is received, our team will confirm the cancellation and provide further instructions if necessary.

6. Changes to Bookings

- Customers have the option to reschedule their bookings based on availability and within the parameters of the cancellation policy.
- Any changes to the booking details must be communicated to our customer support team in advance of the scheduled service date.

7. Exceptions

- In exceptional circumstances such as force majeure events or unforeseen circumstances beyond our control, we reserve the right to modify or waive certain aspects of the cancellation policy at our discretion.
- Any such exceptions will be communicated to affected customers in a timely manner.

8. Policy Updates

- We reserve the right to update or modify this cancellation policy at any time without prior notice. Any changes to the policy will be effective immediately upon posting on our website.
- Customers are encouraged to review the cancellation policy periodically for any updates or changes.

By booking our services, customers agree to abide by the terms and conditions outlined in this cancellation policy.

For any questions or clarification regarding the cancellation policy, please contact our customer support team.

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