

CANCELLATION POLICY

Tickets are Non-Refundable: All reservations are non-refundable. We recognize that unforeseen circumstances may arise and understand that life can be unpredictable, but due to the nature of our business and the advanced preparations required for each event, we are unable to offer refunds for cancellations.

Make-Up Date Option:

We offer the following rescheduling options based on when you notify us about your cancellation:

- **Up to 48 hours before the class:** You will receive a **promo code for the full amount** of your booking, which can be applied to a future class through our website.
- **Up to 24 hours before the class:** You will receive a **promo code for 75% of the value** of your booking, which can be applied to a future class through our website.
- **Up to 6 hours before the class:** You will receive a **promo code for 50% of the value** of your booking, which can be applied to a future class through our website.
- **Less than 6 hours before the event or no-shows:** Your ticket will be considered redeemed, and no make-up or rescheduling option will be available.

The **promo code will be valid for 60 days** from the time of cancellation.

We appreciate your understanding and cooperation with our policies. For any changes or questions about your upcoming class, please contact us via **email only** at info@terramiaevents.ca