

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.

If you need to reschedule, you will receive a promo code (one-time use) by notifying us at least 48 hours before your scheduled class.

A 25% rescheduling fee will be applied to ALL CHANGES.

This promo code will be valid for 90 days from the time of cancellation.

Less than 48 hours before the event or no-shows: Your ticket will be considered redeemed, and no make-up or rescheduling option will be available. As an appointment-based small business, our cancellation policy ensures we can properly prepare for each class by ordering ingredients in advance, minimizing food waste, and maintaining an intimate, high-quality experience for all guests. Last-minute cancellations make it difficult to offer the high standard of quality that Terra Mia Events is known for, so our policy allows us to continue providing exceptional, hands-on pasta-making experiences. We appreciate your understanding and cooperation with our policies.

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.

- ****Additional Terms and Conditions:****

1. Arrival Time: Guests can arrive up to 10 minutes prior to the event start time. Beverages and service will commence 10 minutes prior to start of the event. Pasta making experience starts 15 minutes after the event start time.

2. Class Participation: Guests are expected to participate fully in the class. Terra Mia Pasta Classes reserves the right to refuse participation if a guest is disruptive or not adhering to class rules.

3. Personal Belongings: Terra Mia Pasta Classes is not responsible for any personal belongings that are lost, stolen, or damaged during the class.

4. Photography and Filming: By attending the class, guests consent to the use of photographs and videos taken during the event for promotional purposes by Terra Mia Pasta Classes.

5. Alcohol Consumption: If alcohol is served, guests must consume responsibly. Terra Mia Pasta Classes reserves the right to refuse service to any guest who appears intoxicated.

6. Health Concerns: Guests with health concerns or conditions should consult with their physician prior to attending the class. Terra Mia Pasta Classes is not responsible for any health issues that may arise.

7. Changes to Class Content: Terra Mia Pasta Classes reserves the right to make changes to the class content, including recipes and ingredients, as needed.

8. Emergency Procedures: In case of an emergency, guests should follow the instructions provided by Terra Mia Pasta Classes staff.

9. Conduct and Behavior: Guests are expected to conduct themselves in a respectful and courteous manner. Any behavior deemed inappropriate or disruptive will not be tolerated and may result in being asked to leave the class without a refund. Terra Mia Pasta Classes is committed to creating a fun, inclusive environment where all guests feel welcome and respected.

10. Dietary Restrictions: Please notify us of any dietary restrictions or allergies at the time of booking. Failure to advise us of dietary restrictions or allergies may result in severe reactions, for which Terra Mia Pasta Classes will not be held responsible.

11. Special Requests: Any special requests or accommodations should be communicated in advance and are subject to availability.

12. Legal Liability: Terra Mia Pasta Classes is not liable for any injuries, damages, or losses incurred during the class. Guests participate at their own risk.

13. Contact Information: For any changes or questions about your upcoming class, please contact us via email only at info@terramiaevents.ca.

14. Rights Reserved: Terra Mia Pasta Classes reserves the right to update these terms and conditions at any time without prior notice