



Payment, Cancellation and Refund/Withdrawal Policy

Payment (*International customers please see last bullet in this section*):

- Online private sessions require full payment in advance by e-transfer (preferred) or credit card (I invoice you and 3% convenience fee is added).
- Packages of three private sessions are offered at a discount (\$350) and may be purchased in one or two payments: First payment of \$125 is required in advance of first session. Second payment of \$225 is required in advance of second session.
- Group classes require full payment at time of registration by e-transfer, cheque, or credit card (3% convenience fee applied to credit card transactions).
- An official receipt is provided for all payments. No taxes are applied to fees.
- Please note, I do not bill insurance companies. You are responsible for submitting my receipt for reimbursement if you have insurance coverage.
- **International customers:** I send you an invoice and you can pay with a credit or debit card. Fees are in Canadian dollars and transaction fees are added.

Cancellations, Refunds and Withdrawals:

Group Classes and Workshops

- If a class/workshop is cancelled for any reason, all payments you made will be returned.
- A \$20 administrative fee will apply to all cancellations. Up to eight days of the start date, you may choose to have the remaining fee refunded, or receive a credit for the total amount paid (with no administrative fee) towards a future class. Cancellations within seven days of the start date will not be refunded and you will receive a credit for the remaining fee towards a future private or group class.
- If you decide not to continue with a class after the first session and there are a minimum number of participants remaining in the program (or someone on the waiting list who can take your space), you will be refunded the remaining portion of fees paid. You must withdraw before the second session to receive any refund. If there are not a minimum number of people registered, the remaining portion of your fee will be credited towards a future private or group class.

Private Sessions (in-person or online)

- At least 24 hours' notice is required to cancel a private session and receive a refund minus \$20 administrative fee.
- Cancellations with less than 24 hours' notice or no shows are charged the full fee for the session. There is no refund on private sessions.