

# **Refund and Cancellation Policy for Reflections Art**

Effective Date: January 01, 2025

At Reflections Art, we aim to create unforgettable experiences and reach new heights along your performing arts journey. We understand that life can sometimes throw a few unexpected twists (and turns!) into the mix, but we want to make sure our policies are clear so that you can focus on what truly matters—your passion to use the Arts to honor God!

## **1. Payments**

Once you've enrolled and paid for a class, workshop, or event with us, your spot is secured. Please keep in mind that, due to the nature of our scheduling and preparation for each session, **we are unable to offer refunds for any payments made.**

We know plans can change (we've all been there, sometimes life just needs a quick costume change), so here's how we try to keep things flexible:

## **2. Cancellation Policy**

We ask that if you can't attend a class or event, please let us know as soon as possible. While we can't offer a refund for cancellations, we do encourage you to contact us if you're unable to attend. We will do our best, depending on availability to work with you. This is subject to our discretion and availability, and requires prior notice. Because our instructors customize their classes to each student, we do request that you give us notice 2 business days prior to your cancellation to give us adequate time to make changes.

## **3. Workshops, Events, and Recitals**

For our special workshops, performances, and recitals, the same no-refund policy applies. These events require careful planning and preparation, including securing instructors, venues, and materials. While we can't provide refunds if plans change, we always encourage you to reach out to us early if you need to adjust your registration, and we'll do our best to assist you with any alternatives.

## **4. No Shows and Late Cancellations**

If you fail to show up to a class or event without prior notice, or if you cancel within a short window (e.g., less than 24 hours before the event), we are unable to provide a credit or refund. Just like missing a performance without warning, it impacts our operations and our ability to provide quality experiences for all of our students.

## **5. In Exceptional Circumstances**

While we stand by our policy, we do understand that there are exceptional circumstances that might require a different approach. If you have a special situation

(such as a medical emergency or unexpected life event), please reach out to us, and we'll see if we can find a way to support you. We'll always do our best to work with you with compassion.

Thank you for your understanding, and for being part of the Reflections Art family. We appreciate your commitment to your learning, and we're excited to be with you every step (and leap) of the way!

If you have any questions, please reach out to us at:

- **Email:** [Support@ReflectionsArt.co](mailto:Support@ReflectionsArt.co)