



## CANCELLATION AND REFUND POLICY

To protect the integrity of Planet Spoon and our commitment to your progress and best results possible in the program, we have created this flexible cancellation policy.

Please note that in the case of any cancellation (including with proper notice), a complete and full refund will not be provided. A deduction of 20% for admin fees and 5 USD for transfer fees will automatically be applied .

Please also note that all payments are required at least 24hrs in advance.

### Cancellation of Sessions:

Should something unexpected come up for you and you need to reschedule any session with Planet Spoon, you may do so by providing no less than 24 hours notice in advance of your session.

Ideally, you will be expected to conduct the session with no charge within one week of the originally scheduled date. In cases where your teacher is not available to do this, your session may have to be booked further out than one week.

Any sessions cancelled any later than 24 hours in advance will unfortunately not be reimbursed.

In cases where you are more than 10 minutes late for your session (outside reasons of any obvious emergency or prior notification and agreement with your teacher it will be considered a cancellation. You will unfortunately not be reimbursed.

In the case of online sessions, once it has been booked your teacher will send you two further emails with a link to our online platform; one after booking and the second 10mins prior to the session time. Please remember to check your inbox and spam folders for this link.

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We recommend that you prioritize your time for your session to receive the full benefit of your experience. Make sure you have a quiet, open space, comfortable,

loose clothing, and a willingness to explore the wonder of safety and creativity in your own being; our wish for you and all of humanity at Planet Spoon!

10/10/2021