



Cancellation/No Show Policy

We are a small studio and only have limited spots available. We are constantly trying to flex our roster to meet client needs. Occasionally we are fully booked and cannot accommodate clients that want to join a specific class. We've tried to adopt a fair and reasonable cancellation policy.

There is no impact if clients cancel within 8 hours of a class. This is very reasonable for the industry - many studios require 12 hours notice. If you do not show to your class and do not provide notice within 8 hours, your class credit will be deducted.

If you do not show 5 or more times, and don't cancel your booking, you will be required to pay a fee of \$100 (Please contact us if your account is blocked after 5 strikes/no shows).

We understand that life gets in the way, however we ask you to understand that we are a small studio and we don't have the staff available to read through and reply to messages/emails/calls about why you weren't able to come that day.

Thank you for your understanding

Your Flow Well Team

FW Studio Pty Ltd (Trading as Flow Well Studio) ACN: 646388909