



Cancellation/No Show Policy

As part of our ongoing efforts to provide a positive and equitable experience for all our clients at Flow Well Studio, we wish to remind you of our cancellation policy. Our goal is to offer flexibility while ensuring that as many members as possible can enjoy our limited class spots.

****Cancellation Policy:****

To maintain fairness and accommodate everyone's needs, we kindly request that any cancellations be made at least 12 hours prior to the class start time. This policy aligns with industry standards and helps us manage our class schedules more effectively, ensuring that all members can participate in their desired sessions.

****No-Show and Late Cancellation Impact:****

Should you be unable to attend a class and fail to cancel within the 12-hour notice period, please note that your class credit will be deducted. We understand that unforeseen circumstances can arise, but we encourage you to manage your bookings responsibly to avoid this.

****Repeated No-Shows and Late Cancellations for Members on Unlimited Package:****

Consistent with our commitment to fairness, members who do not show for a class without providing the required notice five times or more will incur a fee of \$100. This measure is in place to encourage responsible booking practices. If your account is subject to this fee due to repeated no-shows, please reach out to us for assistance.

We realize that life can be unpredictable, and while we sympathize with individual circumstances, as a small studio, we face limitations in staffing and resources to address each case individually. We deeply appreciate your understanding and cooperation in adhering to these policies, which are designed to ensure the best experience for our entire community.

Thank you for being an integral part of Flow Well Studio. Should you have any questions or need further clarification on our cancellation policy, please don't hesitate to contact us.

Warmest regards,

Flow Well Team