



## **Cancellations, Refunds & Rescheduling Policy**

The policy protects the sustainability of the studio whilst being fair to customers. As a small business, late cancellations make it difficult to fill spaces at short notice and still cover the costs involved in preparing and running sessions.

This policy applies to workshops, courses, studio access, memberships, and private events. Your statutory consumer rights are not affected.

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### **1. Workshops**

#### **Cancellations & Refunds**

- More than 7 calendar days before the workshop date:  
A refund will be issued less a 20% administration fee.
- Between 7 calendar days and 48 hours before the workshop start time:  
A 50% refund will be issued.
- Within 48 hours of the workshop start time:  
No refunds will be issued.

#### **Rescheduling**

- More than 7 calendar days before the workshop date:  
You may reschedule the workshop to another available date.
- Between 7 calendar days and 48 hours before the workshop start time:  
You may reschedule your workshop booking to another available date. A 20% administration fee applies.
- Within 48 hours of the workshop start time:  
You cannot reschedule the session, and no refunds will be issued.
- Rescheduled bookings are subject to availability.

### **2. Courses**

#### **Cancellations & Refunds**

- You may cancel a course booking (entire course) and receive a full refund if you notify us at least 15 calendar days before the scheduled course start date.  
Cancellations are subject to an administration fee of £40.
- If for a single session within a booked course, e.g. one date within a 6-week beginner's course, 24 hours' notice must be given for cancellations.
- Cancellations made after this period are non-refundable.

#### **Rescheduling**

- If you are unable to attend a booked course, you may transfer to an alternative course date within 6 months of your original booking date, subject to availability.
- Where possible, we may offer an opportunity to attend a missed session on another course date.  
This is not guaranteed and is subject to availability.

### **3. Studio Access**

#### **Cancellations & Refunds**

- Studio Access bookings may be cancelled for a full refund if you notify us at least 24 hours before the scheduled booking.
- Cancellations made after this period are non-refundable.
- If you have booked a Studio Access session with payment due on the day, and you cancel within 24-hours of the booking, full payment is required before you can book in again.

#### **Rescheduling**

- You may reschedule your Studio Access booking to another available date if you notify us at least 24 hours before the original booking date.
- Rescheduled bookings are subject to availability.

### **4. Membership**

#### **Cancellations & Refunds**

- Initially, contracts are for a minimum term of 3 months.
- After 3 months, you may cancel your contract by providing written notice to [hello@rmostudio.com](mailto:hello@rmostudio.com), within 7 calendar days of the contract renewal date.
- Membership session bookings may be cancelled in the online system at least 12 hours before the scheduled booking.
- Cancellations made after this period will result in loss of booking credit

#### **Rescheduling**

- You may reschedule your Membership booking to another available date if you make changes to your booking within the online system at least 12 hours before the original booking time.
- Rescheduled bookings are subject to availability.

### **5. Private Events**

#### **Cancellations & Refunds**

- At the time of booking, a non-refundable deposit is taken. The remaining balance must be paid in advance or on the day.
- A cancellation period of 7 calendar days applies from the session date.
- Cancellations made more than 7 calendar days before the event date will receive a refund of payments made (excluding the non-refundable deposit) less a 20% administration fee.

#### **Rescheduling**

- You may reschedule your private event to an alternative available date within 6 months of the original booking date, subject to availability.
- Any request to reschedule must be made within 7 calendar days of the session date.

### **6. Cooling-Off Period (online purchases)**

If you book online or at a distance, you have a 14-day cooling-off period under the Consumer Contracts Regulations 2013.

However, if your workshop, session, course, or event is scheduled to take place within the 14-day period, you agree that the service will begin within that period and acknowledge that your right to cancel will be lost once the session has taken place.

### **7. How to Request a Cancellation or to Reschedule (Studio Access, workshops or private events)**

To cancel or reschedule your booking, please email [hello@rmostudio.com](mailto:hello@rmostudio.com) with:

- Your full name
- Booking reference or order number
- The workshop or event booked

- Your preferred new date (if applicable)

Approved refunds will be processed within **7–10 working days**.

### **8. Exceptional Circumstances**

We understand that unexpected situations can arise. Requests made outside the stated timeframes will be reviewed on a case-by-case basis, but refunds or rescheduling cannot be guaranteed.

### **9. Cancellations by RMo Studio**

In the unlikely event that we need to cancel or reschedule a session (for example, due to unforeseen studio closures or staff illness), you will be offered:

- A full refund\*, or
- An alternative date at no additional cost

\*not applicable to courses or memberships

### **10. Requests for refunds after the event**

Once a session, workshop, course, or event has taken place, refunds cannot be issued.