

## Refund & Cancellation Policy

**1. General Cancellation Policy (Student Cancellations)** Because our workshops have limited seating and require material preparation in advance, we maintain a strict cancellation policy.

- **Standard Refund:** You may cancel your registration for a full refund **within 24 hours of purchase**, provided that the purchase was made at least 48 hours before the workshop is scheduled to begin.
- **Non-Refundable:** After this 24-hour window has passed, or for last-minute bookings made within 48 hours of the event, all fees are **non-refundable**.
- **Transfer Your Seat:** If you cannot attend, you are welcome to transfer your seat to a friend, provided they meet the minimum age requirement (18+). Please email us their name prior to the class so we can update our attendance list.

**2. Exceptions & Requirements** Participation in all workshops requires signing our standard *Liability Waiver* and *Studio Safety Policies*.

- **Waiver Review:** If you arrive at the workshop and decline to sign the required Liability Waiver, **you will be issued a full refund** and will not be permitted to participate in the class.
- **Age Requirements:** The minimum age for participation is 18. **We reserve the right to refuse entry without refund if a participant does not meet this requirement.**
- **Safety Dismissal:** If you are removed from a class due to a violation of the *Code of Conduct* or *Studio Safety Policies* (e.g., unsafe behavior, impairment), no refund will be issued.

**3. Cancellation by Zeloof Designworks** We reserve the right to cancel a workshop due to low enrollment, instructor illness, or emergency studio maintenance.

- **Low Enrollment:** If a class does not meet the minimum participant count, we will notify you at least **24 hours** in advance.
- **Full Refund:** If we cancel the class for any reason, you will receive a **100% refund** to your original payment method (or the option to transfer to a future date).

**4. Inclement Weather** We generally follow the **City of Somerville** weather closures.

- If the studio remains open but you choose not to travel, our standard non-refundable policy applies.
- If we must close the studio due to severe weather, you will be offered a choice of a full refund or a reschedule credit.