

Cancellation Policy

Here are general policies for canceling and rescheduling lessons.

Please read carefully

- Reschedule or Cancel no less than 24 hours before the scheduled lesson for no charge
- If a lesson is canceled less than 24 hours before the scheduled lesson for reasons other than illness, there will be a full no-show lesson charge
- If a lesson is canceled less than 24 hours before the scheduled lesson due to illness, there will be no charge

***After **3** canceled lessons less than 24 hours before the scheduled lesson, there will be a full lesson charge for every cancellation thereafter

- A No-Show is marked if 10 minutes have passed with no notification, and a full lesson will be charged

Please Note

- You must cancel or reschedule your lesson by contacting me at serenahsu.studio@gmail.com
- If you are having any difficulty joining the room and starting your lesson, please email me as soon as possible.