

Cancellation Policy

Here are general policies for canceling and rescheduling lessons. Exceptions for illness and emergencies will be made on a case-by-case basis.

- More than 24 hours before your lesson: Reschedule or cancel for free anytime.
- Less than 24 hours but More than 4 hours before your lesson: Reschedule or cancel for a fee of 50% the full price of the lesson.
- If you cancel or reschedule the lesson Less than 4 hours before the lesson, you will be charged the full price of the lesson.

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.