



GUIDELINES & CANCELLATION POLICY

All clients are solely responsible for reading and following our guidelines. It is your responsibility to thoroughly read and understand the Terms and Conditions, and to clearly know the policy of the classes and workshops.

CLASS & WORKSHOP GUIDELINES

Please respect the schedule of each class and workshop, which means an arrival of min. 5 minutes prior start is requested. No cell phones are allowed to be on in the venue. Ringing cell phones can be very disruptive. Please allow yourself to be “unplugged” while you are here.

Given the private nature of the studio, registration means you are personally reserving your spot. Please do not sign up for a class/workshop and then not show afterwards, there are fees involved. **Payment and fees are due in full** at the time of registration or class time. The full name and email address of every participant is required for attendance. Concerning the workshops, they have limited number of spaces. Your space will not be secured (and may be filled) until you have paid in full for the workshop.

CANCELLATION POLICY

It is your responsibility to read the guidelines before purchasing. Nonuse of services are not grounds for a refund.

If you find yourself unable to attend a class/workshop, please alert T&B as soon as possible. This enables T&B to replace your spot on time. Cancellations must be made via email to info@twistsandbeans.com.

Regular Class Cancellation

Class Cancellation can be cancelled without incurring into a fee up to **max. 3 hours in advance** by mail to info@twistsandbeans.com. If cancelled less than 3 hours, the class is charged.

No Show is fully charged of the class missed (on your card and/or online payments).

Special Sunday classes: Yin Yoga Nidra – Yin Yoga & Sound Bath Cancellations

Class Cancellation can be cancelled without incurring into a fee up to **max. 24 hours in advance** by mail to info@twistsandbeans.com. If cancelled less than 24 hours, the class is charged.

No Show is fully charged of the class missed.

Workshops Cancellation

- Cancellations 21 or more days prior to start of a workshop will receive a full refund.
- Cancellations 8-20 days prior to start of a workshop can receive a partial refund (50%) or credit.
- No refunds or transfers are available for no shows or cancellations within 7 days of the start.
- Workshops can be transferred to other workshops in mutual agreement and if cancelled 7 days prior to start. Please be sure that you can attend before purchasing any workshop.

Absent No Show/ No Cancel

- An Absent No-Show/No-Cancel means reserving a class but not attending and not canceling out of the class. We ask that you ALWAYS cancel the class if you cannot attend. If you reserve a spot and do not cancel out of class you will not get refund. **No-shows and no-cancels limit others from participating in classes who have been waitlisted or who would rather attend.**

twistS&Beans reserves the right to cancel any program at any time. If this is necessary, we will issue a full refund.

Registration 5-pass card at 70€



- Registration is obligatory in every case for each class on the website
- The 5-pass cards are valid for two months starting the first attended class
- Applicable only on classes, not workshops unless detailed in the ticket policy
- 90 min classes require a top-up of 2€ to pay cash on the spot
- Refund of the 5-pass card is possible in mutual agreement.
- Classes are refunded at the rate of 10€ per unattended class.

Registration 10-pass card at 130€

- Registration is obligatory in every case for each class on the website
- The 10-pass cards are valid for three months starting the first attended class
- Applicable only on classes, not workshops
- 90 min classes require a top-up of 2€ to pay cash on the spot
- Refund of the 10-pass card is possible in mutual agreement.
- Classes are refunded at the rate of 12€ per unattended class.