

# LATIDOS PRODUCTIONS

## CANCELLATION & REFUND POLICY

### Group Class Registration/Cancellation/Refund/Credit Policy:

1. Registration is on a first come first serve basis. Everyone must pre-register. We can not guarantee your space in a class if you are not pre-registered. Pre-registration helps us ensure acceptable teacher-to-student ratios, male/female ratios, and to merge or cancel classes if needed - ultimately, it allows us to provide you with a better class experience. Your pre-registration is considered complete once you've paid. Registration is open until the class is full.
2. Students may cancel their registration with a complete refund or credit at any time up to 7 days prior to the start of the first class.
3. Students shall get no refund, but shall get credit, if they cancel between 7 days and 24 hours before the start of the first class. The credit will equal the full original amount.
4. Students will get a credit minus a \$15, cancellation fee, if they cancel within 24 hours prior to the start of the first class.
5. After the first class begins, tuition is non-refundable. Cancellation of a Group Class after the first class begins shall entitle the student to credit of exemption from the lesson fee, in cases of serious injury or long term illness.
6. Request for medical credit or exemption from tuition fees, must be made in writing and accompanied by a physician certificate. Medical credit or exemption request must be made within two weeks of the date of the group class.
7. To cancel, the student should contact "Latidos Productions" as soon as possible via e-mail or phone. If by e-mail, please verify that your e-mail was received.
8. If a class is cancelled by "Latidos Productions", the student will receive a full refund.
9. Valid Credits are always given in writing, in person or via e-mail. Verbal credits are never given, therefore will not be accepted. To redeem a credit you must provide the credit in writing at the time of your registration.
10. Missed classes are not credited or carried over to future cycles.

### Workshop Cancellation/Refund/Credit Policy:

1. Registration is on a first come first serve basis. We can not guarantee your space in the workshop if you are not pre-registered. Pre-registration helps us ensure acceptable teacher-to-student ratios, male/female ratios, and to merge or cancel workshops if needed - ultimately, it allows us to provide you with a better class experience. Your pre-registration is considered complete once you've paid. Registration is open until the class is full.
2. Students can cancel their registration for a complete refund or credit at any time up to 7 days prior to the workshop.
3. Students will get a credit only, no refund, if they cancel between 7 and 3 days before the workshop. The credit will equal the full original amount.
4. No credits or refunds shall be granted in case of cancellation at a date which is less than 3 days prior to the workshop.

5. Cancellation of a Workshop less than 3 days prior to the workshop date shall entitle the student to credit of exemption from the workshop fee, in cases of serious injury or long term illness.
6. Request for medical credit or exemption from tuition fees, must be made in writing and accompanied by a physician certificate. Medical credit or exemption request must be made within two weeks of the date of the workshop.
7. To cancel, the student should contact "Latidos Productions" as soon as possible via e-mail or phone. If by e-mail, please verify that your e-mail was received.
8. If a workshop is cancelled by "Latidos Productions", the student will receive a full refund.
9. Valid Credits are always given in writing, in person or via e-mail. Verbal credits are never given, therefore will not be accepted. To redeem a credit you must provide the credit in writing at the time of your registration.

Private Lesson Cancellation/Refund/Credit Policy:

1. Students should give at least 24 hours notice when canceling a private lesson.
2. If a student cancels with at least 24 hours notice, they are not charged a fee.
3. If a student cancels with less than 24 hours notice, they will be charged the standard fee for a private lesson.
4. Cancellation of a private lesson less than 24 hours before the lesson, shall entitle the student to credit of exemption from the private lesson fee, in cases of serious injury or long term illness.
5. Request for medical credit or exemption from tuition fees, must be made in writing and accompanied by a physician certificate. Medical credit or exemption request must be made within two weeks of the private lesson.
6. To cancel, the student should contact "Latidos Productions" as soon as possible via e-mail or phone. If by e-mail, please verify that your e-mail was received.

Make-up Policy:

Class series (for example--a 8-week series) are progressive in nature so it is to your and your classmates benefit that you attend each class. If you miss a class, you may be behind for the next class, which will affect the other students in class. Therefore we really encourage each student to make every session in a series if possible. If you must miss a class, taking a private lesson, at an additional expense, to catch up is always a good idea.

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Our group lessons and workshops are a tremendous value. Our curriculum and instructors are the best in the area, yet we are able to maintain competitive rates. Please help us keep our affordable rates by observing our policies.

If you have any questions or concerns regarding our Cancellation, Refund, or Make-up policies, please don't hesitate to contact us!

Policies and fees are subject to change.

[www.latidosproductions.com](http://www.latidosproductions.com)

**THANK YOU FOR YOUR BUSINESS!**