

Cancellation and No-Show Policy

What a cancellation and no-show policy should include — clear communication, fairness, and sustainable scheduling for both clients and teachers.

YOGAPROS

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Compliance & Safety

A decorative graphic in the bottom right corner of the page. It features a large, solid purple circle representing a head, and a thick, dark purple line forming a stylized human figure in a yoga pose, specifically a standing balance pose with one leg raised and bent at the knee. The figure is composed of several geometric shapes, including a large trapezoid for the torso and a long, thin rectangle for the raised leg.

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◆ INTRODUCTION

This template provides a practical starting point for planning, recording, and reviewing your professional practice. Adapt it to suit your role, teaching environment, students, and any relevant legal, safeguarding, or insurance requirements.

◆ YOUR POLICY'S INTRODUCTION

Start with what the policy is *for*.

State that your policy outlines how cancellations, rescheduling, and no-shows are managed within your yoga business. The policy is designed to support clear communication, fairness, and sustainable scheduling for both clients and teachers.

By booking a class, session, workshop, or course, students agree to the terms.

◆ CANCELLATION POLICY

Define your *guidelines* and key considerations.

Examples for Classes and Private Sessions

- Cancellations made more than 24 hours before the scheduled class or session may be rescheduled or refunded without penalty.
- Cancellations made less than 24 hours before the scheduled start time may incur a 50% cancellation fee.
- Cancellations must be communicated via [insert email / phone number / booking platform] .
- The time stamp of a cancellation request will determine whether it falls within the cancellation window.

Examples for No-Shows

A no-show is defined as failing to attend a booked class or session without prior notice.

- No-shows are charged at the full session rate.
- Repeated late cancellations or no-shows may require advance payment for future bookings or result in restricted booking access.

◆ HOW TO CANCEL OR RESCHEDULE

Make the route *obvious*.

To cancel or reschedule a booking, outline what students should do, e.g. contact you via:

- [Insert email]
- [Insert phone number]
- [Insert booking link]

Where applicable, students will receive confirmation once a cancellation or rescheduling request has been processed.

◆ WORKSHOPS, RETREATS AND TEACHER TRAININGS

Workshops, retreats, events, and teacher training programmes may have separate cancellation and refund terms due to venue commitments, limited spaces, and administrative costs.

Any additional terms relating to:

- deposits
- payment plans
- refunds
- transfers
- withdrawals

will be provided at the time of booking or enrolment.

◆ ILLNESS AND EMERGENCY CIRCUMSTANCES

Show an understanding that illness, injury, and emergencies can arise unexpectedly. Requests relating to unforeseen circumstances are considered on a case-by-case basis. If students are unable to attend a session due to an emergency, please contact you as soon as possible.

Options may include:

- Rescheduling your session
- Transferring your booking to another date
- Partial credit
- Alternative arrangements, at our discretion

◆ IF YOU NEED TO CANCEL

If you need to cancel or reschedule a class, session, or event, due to illness, bad weather, you need to outline what students will be offered, e.g.

- a full refund, or
- transfer to another available session or event where appropriate.

◆ POLICY UPDATES

Mention that your policy may be reviewed and updated periodically to reflect changes in services, scheduling, or business operations.

IMPORTANT

This checklist is provided for general awareness, professional orientation, and reference only. It is an example of points you may wish to consider and is not exhaustive, nor is it a substitute for professional legal, tax, insurance, safeguarding, or other advice specific to your individual circumstances.

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*A Learning Hub resource from the Compliance
& Safety team — helping members teach with
confidence.*

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