

Cancellation & Rescheduling Terms and Conditions

This policy explains how bookings may be cancelled or changed, including notice periods, eligibility for refunds, and rescheduling options.

This policy applies to all bookings made at Tovah. By completing a booking, the named booker agrees to the terms set out below.

1. Cancellation Policy

Cancellations made 7 days or more before the booking date

- Bookings cancelled at least 7 days before the scheduled booking date are eligible for:
 - a full refund, excluding deposit, or
 - the option to reschedule to a future available date

Refunds will be processed to the original payment method.

Cancellations made less than 7 days before the booking date

- Bookings cancelled within 7 days of the booking date are non-refundable.
 - This includes cancellations due to:
 - illness
 - change of plans
 - weather conditions
 - Non-attendance
 - Other external factors
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2. Rescheduling Policy

Rescheduling requested 7 days or more before the booking date

- You may reschedule your booking free of charge, subject to availability.

- Rescheduled bookings must be used within a reasonable timeframe and are subject to current pricing and availability.
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Rescheduling requested less than 7 days before the booking date

- Rescheduling requests made within 7 days of the booking date are not permitted.
 - The original booking will stand and no refund or credit will be issued.
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3. No-Shows & Late Cancellations

- Failure to attend the booking without notice, or cancelling on the day of the booking, is treated as a late cancellation.
 - No refunds or credits will be issued for no-shows.
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4. Exceptional Circumstances

In exceptional circumstances, Tovah may, at its discretion, offer an alternative solution. This is assessed on a case-by-case basis and is not guaranteed.

5. How to Cancel or Reschedule

All cancellation or rescheduling requests must be made:

- via the booking system, or
- by contacting us using the details provided in your booking confirmation

Requests are time-stamped when received.

6. Agreement to This Policy

By completing a booking, the booker confirms they have read, understood, and agree to this Cancellation & Rescheduling Policy.