

## **Cancellation and no-show policy for ALL sessions:**

- **No refunds, future course credit, or transfers to other sessions for no-shows or cancellation requests made within 7 days of your event.**
- Cancellation requests made **earlier** than 7 days prior to the event will be issued a full refund. For example, if your event was on a Thursday, your cancellation request to us must be in writing by email 8 days prior to your event (the Wednesday 8 days prior to your event).
- We also cannot accommodate transferring to another future course within 7 days prior to your event.
- We have to enforce this strictly since we rent our facilities in advance and have limited capacity in our classes. We have to pay our facilities and coaches on a projected attendance.
- Please understand that we cannot accommodate rescheduling a missed a session in a multi-session course under any circumstances. If you miss a session and would like to make up the content, please consider retaking the entire course. We space our multi-session courses by 1 week maximum so that you are actively building on what you previously learned, you lose the benefit of building on your introductory class by attending a second session several months later.
- **If you have paid for attendance and are unable to make it, your spot will be held. You can gift or sell your registration to a friend/family member and have someone attend in your place. Please email us the person's name that will be taking your course.**

## **Event cancellation/postponement due to extreme weather or other circumstances**

- Check the upcoming training page for any urgent changes the day of your event.
- The class is a GO, unless posted in bold to the top of the upcoming training page.
- If cancellation occurs I will attempt to email you based on your Paypal email account. Depending on the circumstances our options could be to reschedule, move you into a future session, or provide a refund

## **Need to know information for ALL self defense seminars and classes**

- Please arrive at the designated time. Give yourself extra time to allot for traffic and finding parking. Do not enter significantly early since another group may have the facility reserved prior to our session.
- Wear athletic clothes and sneakers, no jewelry. Bring a water bottle/electrolyte drink.
- All classes include a physical, athletic component- doing drills with a partner, striking pads and holding pads for a partner.
- Unless otherwise stated, all classes are intended for ages 16+ If registering someone under 16, there must be an adult registered that will participate with the minor or group of minors. Email [evan@novaselfdefense.com](mailto:evan@novaselfdefense.com) for other inquiries.
- **Print and fill out waiver (see file at bottom of page) bring it with you to the session.**

- **Use specific instructions for: parking, entering building, etc. provided above.**
- **Any questions, email, call or text Evan 919-302-0440**