

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

- **No refunds or future course credit for no-shows or event-day cancellations for any reason.**
- Cancellations: 72 hour prior notice to your event start time must be given for a full refund.
- Cancellation for any reason with less than 72 hours will result in a 50% refund (excluding event day cancellations). We have to enforce this since we rent our facilities in advance and have limited capacity in our classes and in some cases owe our facilities a % based on projected attendance.
- Rescheduling to a different course within 72 hours of your event is a 50% charge. We cannot accommodate rescheduling requests or future course credit made on the day of your event.
- Please understand that **we cannot accommodate rescheduling a missed a session in a multi-session course.** If you miss a session and would like to make up the content, please consider taking a private lesson to catch up on the missed material or re-taking the entire course. Same cancellation policy for individuals paying cash on-site, enforceable upon future registration.
- 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 and have someone attend in your place. Your spot will be held. Just have the person you send inform us that they are taking your place in the 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 on time. 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**