

M&A DESIGN Studio/Event Workshop Cancellation and Refund Policy

Cancellation Requirements

48-Hour Notice Required: All workshop cancellations must be submitted at least 48 hours before the scheduled workshop start time. Cancellations received with less than 48 hours' notice will not be eligible for refunds or credits.

Refund and Credit Options

When you cancel your workshop reservation with proper notice, you have two options:

Option 1: Workshop Credit

- Receive a full credit toward any future workshop of equal or lesser value
- Credits are valid for 6 months from the original workshop date
- Credits are non-transferable and cannot be combined with other offers
- To redeem your credit, contact us with your original booking confirmation

Option 2: Take-Home Kit(s)

- If you prefer not to use a workshop credit, we will mail you a take-home kit, local pick-up can be scheduled
- Kits will be shipped within one week of your original workshop/event date
- Kits contain the same materials and basic instructions covered in the workshop
- **Shipping fees apply** and will be charged separately

Important Terms

- No refunds: We do not offer cash refunds for workshop cancellations
- Weather and emergencies: In case of severe weather or studio emergencies, we will automatically reschedule your workshop or provide a full credit
- No-shows: Participants who do not attend their scheduled workshop without prior cancellation will forfeit their registration fee
- Transfers: Workshop registrations may be transferred to another person up to 24 hours before the scheduled start time

How to Cancel

To cancel your workshop reservation:

1. Contact us via email or phone as soon as possible
1. Include your booking confirmation number and copy of your confirmation
1. Specify whether you prefer a workshop credit or a take-home kit(s)
1. Provide your current mailing address if requesting a kit

Contact Information

For cancellations and questions about this policy:

- Email: mona@monaassociates.com
- Phone: 336.682.7018
- Hours: 10 am - 5 pm M-F or within 24 hours

This policy is effective as of September 4, 2026, and applies to all workshop bookings. We reserve the right to modify this policy with reasonable notice to registered participants.