

CENTERED Studio Rental Refund & Cancellation Policy

Last Updated: December 2025

Centered Dance Ed, LLC ("Centered," "we," "our") maintains a clear refund and cancellation policy to protect the availability of our studios and ensure fair access for all renters.

By completing a booking, you acknowledge that you have read and agree to this Refund & Cancellation Policy.

1. All Bookings Are Final

Studio rentals are **non-refundable** and **non-transferable** once payment is submitted. As studio rentals reserve a specific time slot that cannot be rebooked last-minute, all payments are final. Centered incurs costs and loss of availability regardless of attendance; therefore refunds are not provided.

2. Rescheduling Policy

2.1 Rescheduling With Notice

You may **request a one-time reschedule** if you contact us **at least 48 hours** before your scheduled rental. Rescheduling is subject to studio availability and is **not guaranteed**.

2.2 Rescheduling Without Sufficient Notice

Requests made **within 48 hours**, including same-day cancellations or no-shows, **cannot be rescheduled or refunded**. This prevents prospective renters from holding a reservation they do not intend to use and ensures other community members can access the space.

3. No-Shows

If you do not arrive for your reserved time and do not contact us, the rental fee is 100% forfeit. No-shows are **not eligible** for credits, rescheduling, or refunds.

4. Late Arrivals

Your rental time begins and ends at the scheduled time. Late arrival does not extend your booking or qualify for any compensation.

5. Weather, Transit Issues, or Personal Conflicts

To ensure fairness and consistency for all renters, refunds or credits are not provided for:

- Weather (unless CENTERED closes)
- Transit delays
- Personal or schedule conflicts
- Illness
- Changes in plans

6. Centered-Initiated Cancellations

If Centered must cancel a rental due to:

- Facility issues
- Safety concerns
- Emergencies
- Other circumstances outside your control

You will be offered:

- **A full refund, OR**
- **A rescheduled time at no additional cost**

This is the *only* situation in which refunds are issued.

7. Subletting or Reassigning Rentals

Renters may **not** transfer, give, or sublet their reserved time to another individual or group without written permission from Centered.

This prevents unauthorized use of the facility and protects the security of all renters and programs.

8. Group Rentals, Multi-Week Programs & Long-Term Use

For ongoing classes, programs, or recurring rentals:

- Payments are non-refundable
- Missed sessions are not credited
- Termination or modification of long-term agreements requires **30 days' written notice**
- Additional terms may apply based on the specific rental contract

9. Payment Disputes & Chargebacks

To protect the integrity of our rental system:

Centered reserves the right to provide documentation of this policy and your agreement to it in the event of a chargeback, dispute, or challenge through your payment provider.

Submitting a chargeback for services agreed upon and delivered according to this policy may result in suspension of rental privileges.

10. Damage, Loss, Cleaning

10.1 Damage, Loss, or Cleaning Fees Are Non-Refundable

Fees for damage, cleaning, or overtime are **non-refundable** and may be charged immediately upon assessment. Renters will receive documentation of any charges applied.

10.2 Non-Refundable Deposits

Security deposits, when required, are refundable only after inspection of the rented space. Deposits will be withheld in full or in part to cover damage, repairs, or excessive cleaning.

11. Acknowledgment

By booking a rental, renter confirms that they have read and agree to Centered's Refund & Cancellation Policy, Rental Agreement, Damage Terms, and Indemnification Requirements.

By booking a rental through our website, portal, email, or in person, you confirm that:

- You accept the terms outlined above
- You understand payments secure limited studio time and are non-refundable