



Cancellation & Refund Policy

ALL payments are nonrefundable.

For the purposes of this policy, a **member** is defined as **anyone participating in a That's Sew Austin activity, including classes, appointments, events, and studio time.**

Cancellations & Rescheduling

Members have **12 hours before their scheduled appointment** to notify That's Sew Austin if they need to cancel or reschedule. If a member cancels or reschedules after this 12-hour window, they will be **charged the full price of the scheduled appointment** or must use one of their credits.

If That's Sew Austin has to cancel or reschedule an appointment, members will be notified **at least 12 hours in advance**, and the appointment will be rescheduled as soon as possible.

Late Arrivals

If a member arrives more than **15 minutes late**, their appointment may be **shortened to fit the remaining time, but the full session fee will still apply.**

If the member is **more than 30 minutes late**, the session will be considered a **no-show** and will be forfeited without a refund or credit.

No-Show Policy

If a member **fails to attend** their scheduled appointment without prior notice, they will forfeit the session and will **not receive a refund or credit.**

Emergency Cancellations

In the case of an **emergency beyond one's control**, That's Sew Austin will reissue credits accordingly. **Each member is allowed up to three emergency-based reschedules per year and must request accommodations within 12-hours of missed appointments.**

Membership-Specific Clarifications

Cancellation policies apply to **all members, regardless of membership level**. No exceptions will be made based on membership tier or type. Payment will continue until the membership is cancelled.

Group Classes & Special Event Cancellations

Group class and special event bookings follow the same cancellation and refund policy. However, certain **special events may have unique cancellation terms**, which will be clearly stated in the event details.

Refunds & Credit Expiration

All refunds will be issued as credits. Credits **do not roll over** and **expire at the end of the listed date**.

If there are questions, please don't hesitate to ask or check out our [FaQ Page](#).

* I agree to the following terms and conditions:

Or

Please type your name as confirmation of the policy. *