

Cancellation and Refund Policy

Cancellations may be made through your confirmation email up to 48 hours before the experience takes place. You will receive a full credit or refund up to this time.

However, please note, canceling through the email does NOT automatically process your refund. This must be done manually on our end. Please contact us at jess@elementalexperiences.net to let us know if you would like a credit or a refund.

If you must cancel within 48 hours of the experience, please contact us at jess@elementalexperiences.net.

Our experiences will take place RAIN OR SHINE! No refunds will be given due to rain.

Inclement Weather Policy

We will cancel the session due to inclement weather, including, but not limited to: thunder, lightning, heavy precipitation, extreme temperatures/heat index, or heavy wind. If we cancel due to inclement weather, or for any other reason, a refund or credit will be given equivalent to the amount of class missed. If more than 50% of the session has occurred, there will be no credit or refund. We will make every effort to make this call as soon as we can, but we all know Mother Nature is fickle, and weather changes frequently.

In many cases, the decision may be made within an hour or two of the session. In this case, we will contact all participants via text. Please check your phone accordingly and please be patient and understanding with us regarding this matter. If you have any questions or concerns, please reach out to us at jess@elementalexperiences.net.