Refund and Cancellation Policy

This policy applies to the purchase of records, merchandise, courses, class bookings, and booking/event management services offered by Yellow Tape Records and Culture.

1. Record Shop Purchases (Physical Products)

- **Returns:** Digging and finding records is a hands-on experience, and subject to transparency on the condition of the record being purchased. We do not accept refunds on records.

2. Courses

- **Refund:** Course deposits and full payments are non-refundable.
- **Cancellation:** Missed classes cannot be made up.
- **Cancellation by Yellow Tape Records and Culture:** In the unlikely event we must cancel a class or booking, you will be offered the option to reschedule.

3. Class Bookings

- **Refund:** Wellness class payments cannot be refunded.
- **Cancellation:** In the event of cancellation made later than 12 hours before class time, 50% of the class fee should be paid. If the cancellation is made later than 2 hours before class time, the class fee should be paid in full.

4. Event Management Services

- Refund and cancellation terms for bespoke event management services are governed by the specific written agreement signed by both parties at the time of booking.