

CANCELLATION POLICY

We understand that plans can change, and unforeseen circumstances may arise. To ensure a smooth and enjoyable experience for all our guests, we have established the following cancellation policy for our wine tasting studio:

1. Cancellation Period:

- Cancellation requests made more than 24 hours in advance of the scheduled wine tasting experience are eligible for a full refund.
- Cancellation requests made less than 24 hours before the scheduled wine tasting experience will not be eligible for a refund.

2. Refund Process:

- Refunds will be issued using the same method of payment used for the original booking.

3. How to Cancel:

- Cancellation requests must be submitted via Instagram/WhatsApp/Email during our business hours.

4. Rescheduling:

- Guests may reschedule their wine tasting experience at no additional cost if the request is made more than 12 hours in advance.
- Rescheduling requests made less than 12 hours before the scheduled experience is not possible.

5. No-Show Policy:

- If a guest fails to show up for the scheduled wine tasting experience without prior notice, no refund or rescheduling will be offered.

6. Group Bookings:

- For group bookings, the cancellation policy applies to the entire group. Individual cancellations within a group booking must adhere to the same terms.

7. Exceptional Circumstances:

- In the case of exceptional circumstances, we may consider individual cases for refunds or rescheduling at our discretion.

By booking a wine tasting experience with us, you acknowledge and agree to abide by the terms of this cancellation policy. We appreciate your understanding and cooperation. If you have any questions or need further clarification, please feel free to contact us.

Thank you for choosing SALUT wine studio for your wine tasting experience. We look forward to welcoming you!