

METTA DAY LLC – Cancellation, Refund, and Rescheduling Policy

At **METTA DAY LLC**, I understand that life can be unpredictable and is constantly changing. The truth of impermanence is at the heart of why we practice meditation. My goal is to make any cancellations, refunds, or rescheduling as simple and stress-free as possible, while maintaining fairness for everyone involved.

Cancellations

- You may cancel your session, class, or program **at any time** by sending an email to mark@mettaday.com with your **name** and **email used at time of booking**.
 - There are **no complicated steps** — just send your request, and your cancellation will be processed within a few days.
 - Once your cancellation is processed, you'll receive a confirmation email.
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Refunds

- If you request a refund, **the full amount paid** will be returned **minus any credit card or payment processing fees** charged by the payment provider (typically around **2.9% + \$0.30 USD**).
 - Refunds will be issued to your **original payment method** within **5–7 business days** of your cancellation being confirmed.
 - Please note: Depending on your bank or card provider, it may take a few additional days for the funds to appear in your account.
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Rescheduling

- You're always welcome to **reschedule** your session instead of canceling.
 - Just let me know if your arranged time no longer works, and we'll find a new time that suits you best.
 - For ongoing or full-time programs, you can request a schedule adjustment at any time with reasonable notice.
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Retreats and Special Programs

- For virtual retreats or extended programs, please contact me directly as soon as possible if your plans change.
 - In most cases, I'll offer either a **full or partial refund**, and apply your payment toward a **future program or retreat**, depending on the timing and situation.
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Contact

For all cancellations, rescheduling, or refund requests, please email:

mark@mettaday.com