Cancellation Policies & Procedures Splash Lab Bay Area, LLC

(1) Monthly Plan. By purchasing a Plan ("**Plan**") for either Splash Lab or Open Lab Sessions, you agree to an initial and recurring monthly fee at the then-current monthly Plan rate, and you accept responsibility for all recurring charges until you cancel your subscription. You may cancel your monthly Plan subscription at any time, subject to the terms of Splash Lab Bay Area's cancellation policy.

(2) Automatic Monthly Renewal Terms. Once you purchase your monthly Plan, Splash Lab Bay Area will automatically process your monthly Plan fee in the next billing cycle, which shall be the 1st of each month. Splash Lab Bay Area will continue to automatically process your monthly Plan fee until you cancel your Plan.

(3) Cancellation Policy – Passes/Plans. You may cancel your monthly Plan subscription at any time through the Splash Lab registration system (*details below*). If you cancel your monthly Plan subscription, the cancellation will take effect on your next monthly billing cycle. You will not be eligible for a refund for monthly Plan subscription fees paid prior to the month the cancellation takes effect.

Cancellation Process

Log into your Splash Lab Account

Click on "Your Stuff"

From the dropdown menu, click on "Your Dashboard"

Under "Plans & Passes" on your dashboard click on the Pass/Plan name. Ex. Splash Lab Session – Premier Plan (12 Sessions)

Scroll to the bottom, click on "Cancel Plan" and confirm.

(4) Cancellation Policy – Splash Lab/Open Lab Sessions. Using the Splash Lab registration system (*details below*), please provide our Staff with 24-hour notice to change or cancel a Splash Lab Session or Open Lab Session. Participants who do not attend a scheduled Splash Lab/Open Lab Session or do not provide 24-hour notice to change a scheduled Splash Lab/Open Lab Session shall be responsible for a $10.00 service charge. 24-hour notice allows us to offer that Splash Lab/Open Lab Session slot to a wait-listed participant.

Cancellation Process

Log into your Splash Lab Account

Click on "Your Stuff"

From the dropdown menu, click on "Your Dashboard"

Under "Upcoming Schedule" on your dashboard click on the class name "Splash Lab Session" or "Open Lab"

Scroll to the bottom, click on "Cancel Visit" and confirm.