



Class Purchase Policies

We hope you choose to take a live class on Flowell, but before you purchase, you should be aware of a few policies we have in place.

Class Lobby

The class lobby opens 20 minutes before the class start time, however you may not enter the class until the instructor joins. We highly recommend you test your device setup ahead of time.

PLEASE TEST YOUR DEVICE

Class Cancellation and No Show

Attendees can cancel class bookings up to *12 hours* before the scheduled start of the class to receive their money back. If an attendee cancels less than 12 hours in advance of the class, or does not attend the class (no show), no refund will be issued when canceling.

Donation Classes

Donation class one-time payments are non-refundable.

Instructor Cancellation

Attendees will be refunded for the class session that is canceled by an instructor.

Technical Issues

If you are unable to join a Flowell class due to technical difficulties, or if you get dropped from the class, please contact support@flowell.co and we'll be glad to assist you.