
Products Return Policy

OneTaste stands behind its media and physical products. If you are not 100% satisfied with your downloaded or physical products, please email customercare@onetaste.us with any issues and we will provide credit towards a future purchase.

Workshop Return Policy

OneTaste endeavors to provide professional services. We appreciate that life-circumstances occurs that do not allow our students/clients to attend the workshop, and program that they have purchased and/or scheduled. However, OneTaste retains the right to charge and/or maintain received payments from students/clients that have missed, or not cancelled with appropriate notice, workshops, classes, coaching sessions and/or programs.

Refund Policy for Workshops and Programs

- OneTaste agrees to honor a three (3) day right of recession whereby you have the right to cancel your workshop or program outright and receive any deposit or payments made in full.
- Cancellations, which occur 30 days or more prior to the starting date of the workshop or program, are fully refundable or transferrable less the non-refundable application fee (if applicable).
- If cancellation occurs from 29 to 7 days prior to the starting date, 50% of the deposit and/or course payment will be forfeited.
- Refunds or transfers of deposits and/or course payments are not possible after 7 days prior to the starting date of a workshop or program.
- Programs longer than 14 days will have their own cancellation policy under separate contract, which may supersede this document.

Coaching Packages Return Policy

OneTaste agrees to honor a three (3) day right of recession whereby you have the right to cancel your contract outright and receive any deposit or payments made in full. After this three-day period, our policy is as follows.

- If a client withdraws for any reason from a coaching package, the original contract will still be enforced. Unused funds will not be returned and the client will still be responsible for any outstanding future scheduled payments.
- In the case of unusual circumstances, client may submit a written request to customercare@onetaste.us be relieved of future payments and/or prorated return of full payments. OneTaste must approve this request in writing for it to be valid. OneTaste reserves the right to take up to 7-10 business days to process credits.
- Tuition paid for a coaching package is valid for one calendar year after Coach receives funds. If the client does not partake and/or use services offered by OneTaste during this time, OneTaste reserves the right to keep the tuition without refund.

www.onetaste.us

800.994.0041

1072 Folsom st, suite 483 SF, CA 94103

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Late or Missed Coaching Sessions

Client agrees to be on time for each appointment and to provide a minimum of 24 hours' notice of a cancellation. Client understands that they will still be charged for any session cancelled with less than 24 hours' notice. Should client be late for an appointment, the scheduled time still stands and will not be extended. Coach reserves the right to cancel session if client is more than 15 minutes late.

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