

# HOLIDAY NEWSLETTER



## CHEERS TO COACH CARLY!

If you haven't yet seen on RAKI's instagram, we are so incredibly thrilled to announce Coach Carly as RAKI Director. It's so well deserved and we cannot wait to see what's in store for her. Three cheers to Carly!

Starting January 2024, Coach Carly's rate is \$150/50 minutes. There's currently a waitlist if you'd like to be added!

## Need help on the weekends?

Our office closes for the weekends Fridays at 4pm but everything you need is in your booking/reminder email. If you have any other questions, you can visit our [FAQ](#).

If the door is locked, sit tight! If you need to cancel, you can do it on your own through your account :) Wanna book again? You can book online!



# Friendly Reminder

## CANCELLATION POLICY

Cancellation Policy:

- 72 hours (3 days) prior: no penalty fee
- 48 hours (2 days) prior: can reschedule, \$25 penalty fee
- 24 hours (1 day) or less: charged full fee

To avoid any late fees, cancellations/rescheduling must be done on your own or during office hours. Our office is closed on the weekends.



## LATE PAYMENT FEE

Payment is required to finalize your booking. **Pay through your email.** We *no longer* accept Venmo. We *do not* have auto-pay.

If you book through text, you will pay via booking email. \*If you book online, you will pay at checkout.\*

**If we have not received payment 48 hours prior to your lesson, you risk paying a \$10 late payment fee.**

