

## Apopo Studios – Cancellation Policy

*Effective September 2025*

Apopo Studios is committed to providing accessible, creative spaces that support cultural and community development. This cancellation policy ensures fairness for both our guests and our operations across all hireable spaces: **Rewa Room, The Kitchen, Photography Studio, Fashion and Fabric Studio, and Hot Desks.**

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### Cancellation Terms

We understand that plans can change. Our cancellation terms are designed to offer flexibility while respecting the time and resources of our team.

| Notice Period Before Booking | Refund Amount (unless stated otherwise below) |
|------------------------------|---|
| 7 days or more               | 100% refund                                   |
| 3–6 days                     | 75% refund                                    |
| Less than 48 hours           | No refund                                     |

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### Deposit Policy

- A **20% deposit** is required to confirm all bookings.
  - Deposits are **non-refundable** but may be **transferred** to a rescheduled booking if notice is given **3+ days** in advance.
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### 17 Rescheduling & Changes

- You may request changes to your booking up to **3 days prior** to the start time.
  - All changes are subject to availability.
  - A **rescheduling fee** may apply for changes made within 3 days.
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### Hot Desk Hire

- Cancellations for **hot desk bookings** follow the same refund structure as other spaces.
- **Drop-in or casual hot desk bookings are non-refundable.**

- **Monthly hot desk packages** may be cancelled with **7 days' notice** for a **100%** refund of the remaining balance of the month(s) already purchased.
  - Rescheduling is available for monthly bookings with sufficient notice.
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### **Venue-Initiated Cancellations**

In the rare event that Apopo Studios must cancel a booking due to unforeseen circumstances (e.g. maintenance, safety concerns), we will offer:

- A **full refund**, or
  - **Priority rebooking** at your convenience
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### **Force Majeure**

If your booking is impacted by events beyond your control—such as natural disasters, public health emergencies, or government restrictions—we will offer:

- A **full refund**, or
  - **Rescheduling** at no additional cost
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### **Why This Policy Matters**

This policy reflects our commitment to:

- Supporting creatives and community groups with transparent, fair terms
  - Maintaining operational sustainability for Apopo Studios
  - Encouraging respectful use of shared spaces
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### **Need Help?**

For cancellations, changes, or questions, please contact:

**bookings@apopostudios.nz**

or call **+64 21 340 366**

We're here to help you make the most of your time at Apopo Studios.