

Brella Cancellation Policy

What is your cancellation policy?

If you cancel within our cancellation window, the dollar value of those hours is returned to your account as credit that you can use to purchase hours, lunches, or other products through the Brella app in the future. This credit expires 120 days after the original purchase. Hours are canceled in the opposite order they are purchased so when you cancel an hour, you receive credit for the dollar value of the last hour you booked and so on.

What is your cancellation window?

Customers will receive 100% credit back to their account for cancellations made with 48 hours (2 days) notice. Customers will receive 50% credit back to their account for cancellations made between 12-48 hours before the beginning of their appointment. Customers will not receive any credit back for cancellations made within 12 hours of the beginning of the appointment.

