COOKING CLASS CANCELLATION POLICIES

Choose the booking terms that work for you.

We understand plans can change. The Kitchen Engine offers our standard cancellation policy with every class reservation, plus an optional Flexible Booking add-on for guests who want more freedom to cancel.

Compare your options

When you cancel	Standard Booking	Flexible Booking (+$20/person)
7 days or more before class	Full refund	Full refund, including $20 add-on
24 hours to less than 7 days	No refund	Full refund of class price; $20 add-on retained
Less than 24 hours	No refund	No refund
No-show	No refund	No refund

Flexible Booking details

Flexible Booking is an optional $20-per-person add-on purchased when reserving a class. It applies to all guests in the same reservation or to none. It is an upgrade to the booking cancellation terms, not insurance.

Example: For a $100 class with Flexible Booking, you pay $120. Cancel 7 days or more before class and receive $120 back. Cancel at least 24 hours but less than 7 days before class and receive $100 back. Cancel less than 24 hours before class and receive no refund.

How cancellations work

Cancellation deadlines are measured backward from the scheduled class start time in Pacific Time. Exactly 7 days before class qualifies for the 7-day refund; exactly 24 hours before class qualifies for the 24-hour refund.

To cancel, contact The Kitchen Engine using the contact details below or an available ClassBento cancellation channel. The time your cancellation request is received determines eligibility.

Approved refunds are generally returned to the original payment method. Bank or payment-provider processing times may vary.

If The Kitchen Engine cancels a class, guests receive a full refund of the class price and any Flexible Booking add-on, or may choose an available alternative class.

Transfers and rescheduling requests are subject to availability and The Kitchen Engine approval. A reschedule does not automatically restart or extend cancellation deadlines.

These terms do not limit any refund rights required by applicable law.

THE KITCHEN ENGINE

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