

Rookly's Insanely Awesome Guarantee

It is important to us that everyone has a wonderful experience on Rookly. Every Rookly class is backed by our insanely awesome guarantee, which allows learners to get a full refund after their first lesson on Rookly, if the class is not the right fit for them.

Full Refund Policy

In the policy below, a **lesson** refers to a 45-minute or 60-minute period of instruction. A **class** consists of one or more weekly lessons.

To qualify for a refund, you must request one no later than 24 hours after the completion of the first lesson of the class.

In cases where our teachers have an emergency, we will schedule a makeup lesson. If you cannot make the makeup lesson, you are entitled to a refund equivalent in value to the one lesson missed.

The refund policy does not apply to simuls or classes with only 1 lesson. There will be no refunds after the start of a simul or a single lesson.

Additional Information

Refunds will be processed within 5-10 business days.

If you have any questions or concerns, please email us at info@rookly.com