

Cancellation & Rescheduling Policy

Effective for all in-person sessions at the tutor's residence



1. General Expectations

We understand that circumstances change and that occasional cancellations or rescheduling may be necessary. This policy is designed to balance flexibility for families with respect for the tutor's time and other students' scheduling needs.

2. Notice Period

Cancellations

- At least **24 hours' notice** is required to cancel a scheduled session without charge.
- Cancellations made **with less than 24 hours' notice** will be subject to the **full session fee**, except in cases of emergency or illness (see Section 5).

Rescheduling

- Requests to reschedule must be made **at least 24 hours in advance** of the original session.
 - The tutor will make every effort to accommodate rescheduling requests, but availability cannot be guaranteed.
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3. No-Show Policy

- If a student does not attend a session and no prior notice is given, the session will be considered a **no-show** and the **full fee** will be charged.
 - After **two no-shows**, the student's regular time slot may be released and offered to others on the waiting list.
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4. Tutor Cancellations

- If the tutor needs to cancel a session for any reason, families will be offered:
 - An alternative time slot (if available), **or**
 - A full refund or credit for the missed session
 - As much notice as possible will be provided in the event of tutor unavailability.
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5. Illness & Emergencies

- If a student is unwell, please contact the tutor **as soon as possible**. Fees may be waived for same-day cancellations due to illness at the tutor's discretion.
 - In cases of family or personal emergencies, the tutor will apply reasonable flexibility and understanding.
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6. Make-Up Sessions

- Where appropriate and subject to availability, missed sessions may be made up within the same week or the following week.
 - Make-up sessions are not guaranteed and will depend on open time slots.
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7. How to Cancel or Reschedule

- **Email:** cathy@eostuition.co.uk
 - **WhatsApp:** 07552769991
 - Cancellations and changes are only valid once acknowledged by the tutor.
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By booking tuition sessions, you agree to this Cancellation and Rescheduling Policy.

We appreciate your cooperation in helping us maintain a consistent and respectful learning environment.

Policy Created: 14/05/2025

Policy Last Updated: 14/05/2025