

Scheduling Policy for Eos Training & Tuition



1. Scope

This Scheduling Policy applies to all in-person tuition sessions held at the tutor's residence for primary students.

2. Booking & Confirmation

1. Booking Requests

- Sessions may be requested via email, WhatsApp or our online request form.
- All booking requests must include:
 - Student's name, age and primary grade
 - Desired subject(s) or specific areas of focus
 - Preferred days and times

2. Confirmation

- The tutor will reply to each request within 72 hours.
 - A booking is finalized only once a written confirmation is received via email or WhatsApp.
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3. Regular Session Schedule

1. Standard Hours

- Monday – Closed
- Tuesday – Closed
- Wednesday – 6pm until 8pm
- Thursday – 2pm until 8pm
- Friday – 2pm until 8pm
- Saturday - 8am until 1pm
- Sunday – Closed

2. Session Length

- Standard session: 60 minutes
- Shortened session (by arrangement): 45 minutes

3. Recurrence

- Students may book recurring weekly slots to secure a consistent schedule.
 - Recurring sessions will remain in place until modified or cancelled in accordance with our Cancellation & Rescheduling Policy.
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4. Notice Periods

1. New Bookings

- Requests should be made at least 72 hours before desired session start time to ensure availability.

2. Rescheduling & Cancellations

- Reschedule or cancel no later than 24 hours before the session to avoid a cancellation fee (see Cancellation Policy).
 - Requests made inside the 24-hour window may be honoured at the tutor's discretion and are subject to availability.
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5. Waitlist & Priority

- If a requested slot is already booked, the student may join a waitlist.
 - Waitlisted students are contacted in chronological order as soon as a slot opens.
 - Recurring students have priority for their established time slots; one-off bookings may be moved to accommodate them.
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6. Late Arrival

- A grace period of 10 minutes applies; after this point, the session will still end at the scheduled time to avoid impacting subsequent students.
 - If the student arrives more than 10 minutes late without prior notice, the session may be considered a cancellation under our Cancellation Policy.
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7. Holiday & Tutor Unavailability

- The tutor will provide at least two weeks' notice of planned absences (e.g., school holidays, personal leave).
 - Students may reschedule or cancel these sessions without penalty, subject to availability.
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8. Contact for Scheduling

- **Email:** cathy@eostuition.co.uk
- **WhatsApp:** 07552769991
- **Online Request Form:** www.eostuition.co.uk

By enrolling in tuition sessions, you acknowledge and agree to abide by this Scheduling Policy.

Policy Created: 14/05/2025

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