

Cancellation Policy

Custom Tutoring



Tutoring is tuition-based and student times/dates are reserved at registration.

Student Cancellation

If the student misses part of a session (is late or leaves early), the missed portion will not be made-up or refunded.

Tutor Cancellation

If a tutor has to cancel, and a substitute is not available, your tutor will offer a make-up session. If a make-up session cannot be rescheduled, you will be credited for the missed session on the following month's invoice. If the tutor is late, the session will be extended or time will be made up on an alternate date or refunded.

Calendar

Tutoring sessions will be scheduled and paid for at the beginning of each month (or end of previous month). Typically, if Rolla Public Schools is closed, the tutoring center is also closed. See attached calendar.

****Inclement Weather****

If Rolla Public Schools has a closure due to inclement weather, the tutoring center will also be closed. Refunds and make-up sessions will not be offered due to inclement weather closures.

Vacations

At this time, Uniquely Wired is not able to accommodate refunds or credits for cancellations due to vacations, even with advanced notice. *This addition to the cancellation policy is effective 1/1/2022.

COVID-19 Related Cancellations

Center Closure:

If the center should be closed due to COVID-19, sessions will be credited the following month (an extended closure such as this, would be impossible to make-up). If unexposed clients and tutors are able to meet at an alternate location, tutors will attempt to continue meeting. Or, virtual sessions may be offered.

Student Quarantine:

If a student is quarantined, due to COVID-19 exposure, virtual visits will be offered in lieu of face-to-face visits at the normally scheduled time. Unfortunately, make-up sessions and credits would be a great hardship for Uniquely Wired Consultants and will not be issued, even in the case of COVID-19 quarantines.

Schedule Changes

Schedule changes may be requested in writing 10 days prior to the first of the month. Please note that our tutors have limited availability and we have limited tutoring rooms. We understand that sports and other extracurricular activities are important for child development. Unfortunately, we simply do not have the capacity to accommodate everyone. If you discontinue services fully or partially, please know that your time slot is immediately filled from our waiting list. Scheduling conflicts with extracurricular activities are considered a "student cancellation" and will not be refunded.

Policy updated 09/01/21. Policy is subject to change at any time. Changes to the cancellation policy will be emailed to current clients.

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