

CANCELLATION POLICY



Carrie Albert's Learning Solutions, LLC is committed to providing you and your child with measurable results. Our goal is to bring about quantitative outcomes.

As parents, we understand that life can be unpredictable, and sometimes plans change. When a client cancels without giving adequate notice, it prevents another client from being served. Our policy is applied out of fairness to both our business as well as the clients who want an appointment. To ensure that we can continue to offer the best service to all our clients, we have established the following cancellation policy:

CANCELLATION PROCESS

NOTICE REQUIREMENT:

We kindly request that appointments be canceled or rescheduled at least 24 hours in advance.

LATE CANCELLATION/NO SHOW FEE:

If an appointment is canceled with less than 24 hours notice or if a client does not show up for a scheduled appointment, the full session fee will be charged.

EXCEPTIONS:

We understand that emergencies and unforeseen circumstances can arise. In such cases, please get in touch with us as soon as possible to discuss the situation, and we will consider waiving the fee on a case-by-case basis.

LATE ARRIVAL:

Late arrivals can only be extended to the remaining time of the scheduled appointment. If you are 15 minutes late FOR your appointment, we will have to reschedule/cancel the appointment which may incur a cancellation fee.

Please inform me at least 24 hours before your appointment, to request a cancellation or reschedule. I can be reached at 412.298.4270 or info@carriealbertslearningsolutions.com.

