

Ratified: June 2024

This policy sets out the requirements and notice students/clients and tutors should give when taking pre-planned absences and holidays.

Parents/carers must give at least 24-hours' notice of any holidays/pre-planned absences. This allows tutors to make other arrangements and ensures that you will not be charged for the session.

In the event that your plans change, and you wish to reschedule the original lesson, please your tutor/account manager know as soon as possible. If the slot day/time is still available, we are happy to reschedule it. In the event that the slot has been given to another student, you will be offered a suitable alternative day/time. However, please note, we hold no obligation to provide your child with tuition during the original slot as tutors may have made alternative plans/scheduled with another student during this time.

Tutors will always provide at least 1-weeks' notice of any holidays/pre-planned events during which tuition sessions will not be taking place. Please note tutors are not obliged to offer alternative days/time, but where available these may be offered to you by your account manager.

There are times when a last-minute appointment is necessary where sufficient notice (24-hours') is not possible. In the event that this happens, please notify us as soon as possible. Unfortunately, your lesson will be charged for and therefore forfeited. In the event that your tutor has a last-minute cancellation, no fee will be charged.