EDUCATION REVOLUTION UK: RESCHEDULING AND ATTENDANCE POLICY

This policy was last updated on 24th November 2024.

1. **Rescheduling Policy:**
(a) From time to time a Tutor may need to cancel or rearrange a session and neither we, nor the Tutor are responsible for any consequences because of this.

(b) **One-to-one Sessions** – Clients can rearrange sessions by emailing their Tutor directly using the information in the Tuition Confirmation. As an Employment Business, you can also contact us directly by emailing sarah@educationrevolution.co.uk.

(i) A Client must give the Tutor at least 24 hours' notice so they are not charged for that session. Prepaid sessions will be rescheduled.

(ii) If a Client gives less than 24 hours', then the Client must pay for the full rate for that session and, if prepaid, it will not be rescheduled.

(iii) A Client will always be responsible for payment of any non-refundable expenses associated if they reschedule or cancel any session.

(c) **Group Sessions** – Group Sessions can't usually be rescheduled. If a Client misses a session they may be able to participate in a substituted session but we are unable to guarantee this. Please email sarah@educationrevolution.co.uk.

2. **Being Late**:
(a) Students are expected to attend a tutoring session (whether it is an individual session or as part of a Group session) no later than 10 minutes after the agreed start time. For example, if the session is scheduled for 3 pm the student is expected to attend no later than 3.10 pm. If the student does not attend within 10 minutes of the agreed start time, the tutor reserves the right to
(i) terminate the session where the student is the only scheduled attendee or
(ii) continue a Group Session with the other students
and in either case, in so far as the student is concerned, regard it as a completed session and the full fee is payable and a prepaid session cannot be rescheduled.

(b) If a Tutor is late to a session then they will make the time up or reschedule it, as will be agreed with the Client.

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