

## **Terms and Conditions (Packages and Late Cancellations)**



### **1. Definition of Late Cancellation**

- A "Late Cancellation" is defined as any cancellation of an online tuition lesson made less than 24 hours before the scheduled start time. The tutor plans and prepares every lesson with time and care, so in the event of last minute cancellations, this not only loses income but valuable time.

### **2. Cancellation Notice Period**

- Students must provide at least 24 hours' notice for any cancellations to avoid fees. Notice should be given by contacting the tutor via the agreed method (email, phone, etc.).

### **3. Late Cancellation Fees**

- If a lesson is cancelled within 24 hours of the scheduled start time, a late cancellation fee will apply:
  - 50% of the lesson fee if cancelled 12–24 hours before the lesson.
  - 100% of the lesson fee if cancelled within 12 hours of the lesson.
  - For those with packages/block bookings, the session will be counted and therefore lost under such circumstances. Packages must be used within the stated timeframe.

### **4. Rescheduling Policy**

- Requests to reschedule a lesson within 24 hours of the start time will be treated as a cancellation if it is not possible to move the lesson to another day/time within that week, and may incur the fees specified above. Rescheduling is of course subject to the tutor's availability.

### **5. Exceptions**

- No fee will apply if a student must cancel due to an emergency or unforeseen circumstance, provided documentation (such as a medical note) can be provided, or if the tutor agrees to waive the fee.

### **6. No-Shows**

- If a student does not attend a scheduled lesson without prior notice, the session will be treated as a "No-Show," and the full lesson fee will be charged.

### **7. Payment of Fees**

- Any late cancellation or no-show fees are due before the start of the next scheduled lesson. Unpaid fees may result in suspension of future lessons until payment is received.

### **8. Tutor Cancellation Policy**

- If the tutor needs to cancel a lesson, they will provide at least 24 hours' notice whenever possible. In cases where the tutor cancels, the student will not be charged, and the lesson will be rescheduled at a mutually agreed time where possible that week.



## **9. Amendments and agreement to Terms**

- These terms and conditions may be updated at the tutor's discretion. Any changes will be communicated to students in advance.
- By scheduling lessons, students and/or their guardians agree to these terms and conditions regarding cancellations and late fees.