



Lateness and Cancellation Policy

The purpose of this policy is to ensure that sessions run smoothly and that lateness and cancellation are compensated appropriately.

Lateness: Students

Please notify your tutor if you are running late. If the student is more than 5 minutes late and has not let the tutor know that they are on the way, the tutor will try to contact the student and parent/guardian. If unable to contact anyone to confirm that the session can still occur, the tutor will wait until 10 minutes past the scheduled start time at which point the session is cancelled (see **Cancellation: Students** below). Where session time is lost due to student lateness, the tutor will extend the length of the session when possible, but it is not guaranteed. The session **will be billed at the original cost** regardless of lost time.

Lateness: Tutors

Your tutor will let you know if they are running more than 5 minutes late. In the unlikely event your tutor has not arrived or contacted you by 5 minutes after the scheduled start time, please contact your tutor or management. Tutors will extend the end time of the session or add extra time to a future session where possible to replace time they missed. If this is not possible and session time was lost due to tutor lateness, **the session will be discounted proportionally** to the amount of time lost (eg. if 15 minutes is lost in a 1 hour session, the cost will be reduced by 25%). It is important that students are able to receive messages/calls around the start time of their sessions.

Cancellation: Students

A session that is cancelled or rescheduled with **less than 24 hours' notice** of the scheduled start time is considered a *Late Cancellation*. If the student fails to attend the session with no notice this is also considered a *Late Cancellation*. *Late Cancellations* at the fault of a student **will incur a fee of 30% of the price of the cancelled session**. This cancellation fee will be listed on your monthly invoice.

Cancellation: Tutors

Cancellation is a last resort for our tutors. If your regular tutor cannot attend a session, we will first try and arrange a substitute tutor for you. If an acceptable substitute cannot be provided, the session will be cancelled. If we cancel or reschedule your session **with less than 24 hours' notice** you will receive a **discount on your next session equal to 30% of the price of the cancelled session**. Note: this cost will be covered by the company and not the tutor.