



**Cancellations Policy**

**Approval Date: 08-APRIL-2021**

**Approved By: Brad James**

**Review Date: 08-APRIL-2024**

# Cancellations Policy

This policy outlines the criteria for cancelling a session. It must be adhered to at all times.

1. You must give a minimum of 24 hours notice of cancellation to your tutor.
2. Cancelling at short notice (less than 24 hours) will make you ineligible for a refund.
3. If a bulk number of sessions have been pre booked, depending on the duration of your sessions, this means that if you have a 1 hour session, 1 hour will be deducted from your remaining sessions, if you have a 2 hour session or more, then 2 hours will be deducted from your remaining sessions.
4. If a bulk number of sessions are booked in advance, and then cancelled at any point during the booking period, a fee of £30.00 will be deducted from the refund as an administration fee. A refund will then be issued within 5 working days of the cancellation notice being given.
5. If a tutor cancels a session with less than 24 hours notice, a gift voucher will be awarded which entitles the student to a free 1 hour session which will be added to their account.
6. If you fail to attend a session, then you will be ineligible for a refund.
  - a. Your tutor will wait for at your registered address for no more than 15 minutes, and will attempt to contact you once before cancelling your session.
  - b. If the session is an online session, the tutor will attempt to call no more than 5 times in a 15 minute time frame. If the call is not answered within the 5 calls, and within the 15 minute timeframe, the session will be canceled and will be deducted from the student's account if sessions have been booked in bulk, or a payment will be required for the session, if sessions are paid session by session.
7. If you cancel at short notice due to illness, you will be eligible for a refund once you have provided a sick note from your GP, or other relevant documentation of proof, dependent upon the circumstances.
8. If you contact your tutor by phone to cancel your lesson, the time of cancellation will be the time that your call ended.
  - a. It is preferred that you try to cancel lesson online so that a refund can be issued immediately.
  - b. It will be up to you, the student, to provide proof of the call time, your tutor must then confirm that they have spoken to you.
  - c. If a text message is sent to your tutor to confirm cancellation of the session, the time of the cancellation, will be taken from the time in which the text message was received. Your tutor will then acknowledge receipt of the text message, and the session will be cancelled.
9. Your tutor will consider allowing short notice cancellation for extenuating circumstances, however, it will be up to the lead tutor to decide if you are eligible for a refund.
10. If the tutor cancels your session, then your tutor will propose a new date and time for your session. You can then confirm the new date and time, or suggest another date and time for your session.
11. Your session will be automatically cancelled if you breach the Code of Conduct for Students at any time.
  - a. If your tutor has to cancel the session, you will not receive a refund.
  - b. If you have to cancel the session because of your tutors' behaviour, please make

a complaint against your tutor. If your case is proven, you will be offered either a) a full refund, or b) the opportunity to rebook your session using a voucher in the total amount of your cancelled session.

- c. If a voucher is issued for an alternative tuition session, this can not be exchanged for cash and has no cash value.
12. Once a session has been cancelled, the student will receive a text message and an email as confirmation of the booking cancellation to the register mobile number and email address on the students account.
  13. If a student has booked sessions in bulk, and cancels a session by giving the correct notice period, the session will be added to the end of the booking, this means that the date which has been outline in the student's contact agreement will change due to these factors.