



## LATENESS, CANCELLATION and REFUND POLICY

We understand the occasional need to reschedule a tutoring session and appreciate as much notice as possible. For our part, we will work to accommodate your needs and reschedule the session.

Last minute cancellations or no-shows represent a problem because our rooms and tutors are booked, possibly precluding another student's session. In addition, our tutors come to the office thereby utilizing their time and travel expenses. For these reasons, we do everything we can do to mitigate this issue.

As a result of a few unfortunate instances we have been forced to institute the following policy as it relates to last minute cancellations, lateness or no-shows:

**Cancellations: Tutor must be notified 3 hours prior to the scheduled session. Late cancellations or no-shows will be fully billed for the session(s).**

**Reminder: If you need to cancel you must call or text the tutor directly. Do not leave a message on the office answering machine, since I'm not always in the office to check the messages.**

**Lateness: If you are running late, please notify the tutor as to when you expect to arrive. In the absence of a call or text to the tutor, the tutor will only wait 15 minutes and you will be billed for the full session(s). It is best to call the tutor's mobile phone.**

**Thank you for your understanding and cooperation.**

**Note: There are no refunds for unused sessions when purchasing discounted packages. Unused sessions can be used at another time or by another child in the family.**

Thank you,  
Debbie Mandell

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