

Cancellation and Late Arrival Policies

We value your time and the time of our dedicated tutors. For that reason, we strive to offer a flexible and accommodating scheduling system. But, occasionally, things come up, and for that reason we offer the following cancellation and late arrival policy.

- Cancellations by the student are permitted up to 30 minutes prior to a scheduled lesson time without penalty.
- Cancellations by the student within 30 minutes of the scheduled lesson time will be charged a cancellation fee of 50% of the lesson cost*.
- A student missing a lesson or not arriving within 15 minutes of lesson start time will be charged a cancellation fee of 50% of the lesson cost*.
- A tutor may cancel a lesson up to 60 minutes prior to scheduled lesson time without penalty.
- Cancellations by the tutor within 60 minutes of the lesson time will merit a credit to your account at the rate of 50% of the lesson cost*.
- A tutor missing a lesson or not arriving within 15 minutes of lesson time will merit a credit to your account at a rate of 50% the lesson cost*.

If you have any questions about these policies, please do not hesitate to reach out. We look forward to being of service and meeting all your tutoring needs!

*Please note: Fees will only be assessed for lessons scheduled online at least 24 hours in advance

