

Cancellation Policy

To help ensure lessons run smoothly for both families and tutors, we have a straightforward cancellation policy.

Tutors reserve specific time slots each week and prepare in advance for every lesson, and for many this work is their sole source of income. Late cancellations or missed sessions can therefore have a significant impact on their schedule and earnings. The policy below is designed to keep things fair, consistent, and predictable for everyone involved.

More than 48 Hours before Lesson

Lessons cancelled with more than two full days' notice will not incur a charge.

24-48 Hours before Lesson

Lessons cancelled with 24–48 hours' notice will be charged 50% of the lesson cost. If your tutor is able to offer an alternative time that same week, you will not be charged for the missed lesson.

<24 Hours before Lesson

Lessons cancelled with fewer than 24 hours' notice will be charged at full price. Rescheduling is not available for cancellations made within this period.

Notes

- Tutors are asked to include all lessons cancelled outside the agreed cancellation periods in their monthly timesheet.
- Exceptions apply only in cases of illness or bereavement. Illness must be communicated to the tutor on the morning of the lesson for the exception to apply.
- Repeated last-minute cancellations attributed to illness may not be accepted as an exception, as tutors rely on consistent attendance for their income and preparation.
- All other reasons fall under the standard cancellation policy.

Tutors

Tutors are also expected to avoid late-notice cancellations wherever possible. If a cancellation is unavoidable, they are instructed to offer a replacement time - ideally within the same week, or the following week if that is not feasible.