

Tutoring Works Terms and Conditions

Our teachers reserve time on their schedules, plan for individual lessons, and invest in the long-term development of each student. To provide regular, quality lessons, the following terms and conditions need to be observed. In scheduling lessons with Tutoring Works, you are agreeing to the attendance, payment and cancellation terms and conditions below.

Cancellation of a lesson must be made at least 24 hours prior to the scheduled lesson time in order to receive a make-up lesson. Any lessons cancelled with less than 24 hours' notice will only warrant a make-up lesson if notification is accompanied with a medical certificate for the absent child.

Any lessons cancelled at least 24 hours ahead of the scheduled lesson will receive a make-up lesson at a time convenient to both the teacher and the student. This make-up lesson will not be skipped over or added to the next term's lessons.

Make-up lessons take place at an alternate time/day within the same term. Makeup lessons will not necessarily be with your child's regular teacher. Make-up lessons cannot be forfeited in lieu of a deduction from the next term's fees.

No more than 2 cancellations per term. Third and subsequent cancellations will be considered forfeited lessons. No shows or failure to notify Tutoring Works within 24 hours is considered a forfeited lesson.

- There are no refunds on unused or cancelled lessons.
- Should you decide to stop taking lessons altogether, please give the centre director 2 lessons' notice. By giving notice we are able to offer a place to the next waiting student before the term/year begins.

We greatly appreciate your understanding and accordance to these terms and conditions. Your co-operation contributes to Tutoring Works' commitment to providing the best educational experience available for you and your child.