

Our policies:

Rescheduling a session:

If there is a valid reason, there are no fees involved to reschedule a session as long as you *tell us at least 48 hours in advance of the lesson (please contact us within our administration hours as listed on our website)*. If you do not contact us at least 48 hours in advance, we will not be able to reschedule a lesson or provide a refund. If you need to reschedule a session for illness/sickness reasons, please let us know by at least *24 hours* in advance of a lesson.

Cancelling a session:

As long as you *notify us 48 hours (within administration hours) in advance* with a valid reason, we will be able to provide you with a full refund. Please note that if you do not notify us within this timeframe, we will not be able to provide a refund and you will still be charged in full.

Being late to a session:

If the student is late to a session without telling us in advance, we are not obligated to extend your session for free, or provide you with a refund. This means that if a student does not show up to the session, you will still be charged for the session. Please also note that if the student does not show up to the session or contact us *within 30 minutes* after the session starts, the session will *automatically be cancelled* and you will be charged in full for the session. We will be unable to provide you with a refund.

Payments:

Please *make all payments before the session date (at least 1 working day before - please refer to our website for administration hours)*. If we are unable to confirm that the payment has come through, we may also ask you to provide us with a bank statement. Please enter the tutor's name and student's name in the reference section when making the payment, to help us with accounting purposes. We are unable to do any sessions before payments have been made. Payments can be made via *bank transfer* to our bank account 01-0190-0565749-00 (Nexus Tutoring Services).