

Mentor Cancellation policy

1. If the mentor doesn't accept the order 12 hours before the meeting, it will be canceled automatically.
2. Don't worry, Callmentor will send you two email reminders:
 - a. When the mentee places the order.
 - b. 24 hours before the meeting starts.
3. The mentor may cancel the meeting without penalty up to 1 hour in advance.
4. However, canceling within 1 hour will harm the mentor's credit. If the credit score drops too low, the mentor's account will be frozen.
5. If the mentor accepts the meeting but does not attend:
 - a. The full fee will be refunded to the mentee.
 - b. The mentor will receive an absence record. Multiple absences will result in the mentor's account being frozen.
6. Mentors cannot reschedule, but can cancel the meeting.

Mentee Cancellation policy

1. If the meeting will start in less than 1 hour, canceling will deduct 20% of the order price for the mentor's preparation.
2. Mentee cannot reschedule the meeting within 1 hour of the start time.