Sometimes, for various reasons, a booking you’ve posted might fail—but don’t worry! We’ve got it all covered and will always do our best to find you a teacher without adding stress on your end.

If you've booked a favourite teacher and they decline, and you've agreed to extend the booking to the public pool, the app will automatically do that for you once their unavailability is confirmed.

Our app will also let you know in advance if we're unable to find a teacher to start at your posted time. If you're open to a slightly later start, we recommend trying again—especially for urgent bookings. Reposting with a later start time often leads to a successful match. Just tap the **Repost** button under the failed booking and adjust the start time.

If a teacher who accepted your booking applies for leave, no need to recreate the job. We’ll automatically repost it to the same pool—whether favourites or public—and notify you about the leave.

Just a heads-up: leave applications are meant for genuine urgencies, and we closely monitor them. Frequent or last-minute leave requests may result in a teacher’s account being paused.