

# ***Cancellation Policy***

## **For student account users:**

Please note that once you have booked a tutoring session, it means our tutor has reserved a time slot in their schedule for you. If you cancel 12 hours or less before a confirmed tutoring session, you will be subject to a charge of \$5 as a late cancellation fee.

Cancellations made 12 hours before a confirmed tutoring session will be processed without penalty.

## **For tutor account users:**

Cancellations made 24 hours before a confirmed tutoring session will be processed without penalty. Please note that it is your responsibility to notify the student you are tutoring ahead of time before you make cancellations.

If you make cancellations 24 hours or less before a confirmed tutoring session, you will be subject to a charge of \$5 as a late cancellation fee and your experience will be deducted by 20% of the remaining experience points to the next level. Also, your cancelled session will be automatically given a one-star rating.

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