

# Axiom Education Terms and Policies

## Class Booking, Attendance and Class Expectations

Students have the flexibility to choose regular lessons, or lessons on an ad-hoc basis. Students are expected to book 3 business days prior to the lesson date with the assigned tutor.

Students are expected to arrive on time for all scheduled lessons. Failure to arrive on time may result in a shortened lesson as courtesy to the following student completing a session, and may affect the student's learning outcomes.

To maximise learning outcomes, students will be assigned to a consistent tutor whenever possible.

Students are expected to maintain respect in all interactions with the tutor subject to the Axiom Education Student Code of Conduct.

## Class Cancellation and Rescheduling

- Students may cancel a scheduled lesson without charge if 24 hours' notice is provided to the tutor or a valid reason exists, including but not limited to:
  - Significant illness or medical emergency
  - Significant family emergency
- If a student fails to attend a scheduled session without notice or cancellation:
  - The tutor will contact the student and parent/guardian
  - The student will be charged the full tuition fee for that session
- On rare instances of tutor-initiated cancellations due to unforeseeable emergency (illness, accident critical family matter), the tutor will notify the student at the earliest practicable opportunity and promptly arrange an alternate session time at no cost to the student.

## Payment

Students are expected to pay at least 3 hours prior to the scheduled lesson time to secure lesson time slot.

Axiom Education may issue payment reminder(s), payment notice(s), and invoice(s) to either the student or the parent/legal guardian.

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