

CANCELLATION POLICY

In order to respect the time of both our tutors and students, we have implemented a 12-hour cancellation policy. Please review the following terms regarding sessions cancellations:

CANCELLATION NOTICE

- Students must cancel their scheduled sessions at least 12 hours prior to the scheduled session start time. Cancellations must be made through our platform by accessing your upcoming sessions list and selecting the cancel option for the relevant session.

LATE CANCELLATIONS

- If a cancellation is made less than 12 hours before the scheduled start time, the student will be charged the full amount of the session. This charge compensates the tutor for their reserved time.

NO-SHOW POLICY

- Students who fail to attend a session without cancelling will be considered no-shows and will be charged as per a late cancellation. This includes sessions where the student is not present within 15 minutes of the start time.

How to Cancel:

- Log into your account.
- Go to the Dashboard.
- Click on the "My Sessions" tab located on the right-hand side.
- In the sessions table, find the column labeled "Action."
- Click on the lapses of the session you wish to cancel, choose "Cancel Session" option.
- Confirm your action in the pop-up window.
- Select a new time from the available slots.
- Provide a reason for cancelling.
- Click on "Submit" button.

You will receive a confirmation with the details of the cancellation.

PAYMENT OF CHARGES

- Charges for late cancellations and no-shows are automatically billed to the student's registered payment method.

TUTOR COMPENSATION

- Tutors will be compensated for sessions that are cancelled late or unattended by the student as per the no-show policy.

EXCEPTIONS

- Exceptions to this policy will be considered on a case-by-case basis for emergencies or unforeseen circumstances. Students must contact customer support to request an exception, providing any relevant information or documentation.

Manage your schedule and cancel within the allotted time to avoid unnecessary charges. We appreciate your cooperation in making our eLearning experience beneficial for all participants.