

RESCHEDULING POLICY

In order to maintain a structured and efficient learning environment, we require that all rescheduling requests for sessions be submitted at least 6 hours before the scheduled start time of the session. This policy is designed to respect the time and commitment of both our students and tutors.

Rescheduling Time Frame

- Students may reschedule a session without penalty if the request is made 6 hours or more before the scheduled start time. Requests must be made through the platform's designated features or by contacting our support team directly.

Late Rescheduling

- If a rescheduling request is made less than 6 hours before the session's start time, the student will be charged the full cost of the session. This charge compensates the tutor for their reserved time and ensures that tutors are not unfairly impacted by last-minute schedule changes.

How to Reschedule:

- 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 reschedule, choose "Reschedule Session" option.
- Confirm your action in the pop-up window.
- Select a new time from the available slots.
- Provide a reason for rescheduling.
- Click on "Submit" button.

You will receive a confirmation with the details of your new session.

Cancellations

- If a session is not rescheduled but simply cancelled less than 6 hours before the start time, the cancellation will be treated as a late reschedule, and the student will be charged accordingly.

No-Show Policy

- Students who fail to attend a session without prior notice will be charged the full session rate. This fee compensates the tutor for the time set aside and the missed opportunity to schedule another session during that time.

Exceptions

- Exceptions to this policy may be considered on a case-by-case basis for emergency situations. In such cases, students are encouraged to contact customer support as soon as possible.

For any questions regarding this policy or its implementation, please contact our support team at support@goalbi.com