



The Wonder Tutor

Cancellation and Lateness Policy

Effective date: July 1, 2024

Fees are to be paid for, in full, a minimum of 48 hours in advance of scheduled lesson times, otherwise the lesson is not confirmed with the Tutor

Cancellation of Lessons

By the Student or the Parent / Guardian: There will be no refund for cancellations made within 24 hours of the agreed upon lesson time, no exceptions. There will be no rescheduling of pre-paid lessons without 24 hours notice to the Tutor.

By the Tutor: In exceptional circumstances, lessons may have to be cancelled by the Tutor and thus rescheduled at no additional cost. In this case, the Tutor will give as much notice to the Student and Parents/ Guardians as possible.

Lateness Policy

There will be no refund or extension of the lesson time if the student is late, no exceptions.

Without student/ parent/ guardian contact prior to the lesson beginning: the student is given a 15 minute grace period to arrive to The Wonder Tutor office. The lesson will be cancelled automatically after 20 minutes elapse with no contact.

With student/ parent/ guardian contact: the student is given as much time needed to arrive to The Wonder Tutor office. Again, there is no extension of the lesson time.

If the Tutor is late to the lesson, there will be an additional discount provided to the parent/ guardian on the next purchase of lessons to account for the missed lesson time; prorated to the nearest quarter of an hour as follows:

- less than 10 minutes late, no discount
- 11-22 minutes late, 15 minute discount = $\$60/4 = \15 off
- 23-38 minutes late, 30 minute discount = $\$60/2 = \30 off

Please do not hesitate to contact thewondertutor@gmail.com for questions regarding this policy