



# Cancelation Policy

## Individualized Educational Services

Dear Family,

We are excited that we will be able to work with you and your family to help you grow! To see the best possible growth, we need to create a safe place to take risks in and continue to practice new skills as much as possible. This happens when we are able to follow our schedules as much as possible.

However, life happens. Traffic. Getting sick. Appointments. It will happen to all of us at one time or another. Let's keep in touch so we can work around it! Here's what we'll do:

### **I. Cancelations by the Tutor**

- A. The tutor will give as much notice as possible to the family by email, phone and / or SMS text message when there is a need to cancel. You will not be charged for services missed by the tutor's absence.
- B. If there is a minor delay of less than 10 minutes, the lesson will be extended past the scheduled end time. If the delay is 10 minutes or more, the lesson may be refunded or rescheduled, if it works for both the tutor and family's schedules.

### **II. Cancelations by the Family**

- A. Families may cancel a session up to 5 hours before the start time without penalty. Families' schedules starting at and before 12 noon must contact the tutor by 11pm the night before by email, SMS text message, or leaving a voice mail to avoid penalty.
  - 1. Families canceling within 5 hours will be billed a \$20 cancelation fee.
  - 2. Families canceling without notice will be billed 1 hour at the hourly rate for services.
  - 3. Cancelations will be confirmed by the tutor.
- B. Family delays shall count against the session time with full payment for the session. The tutor may cancel the session if the family is 15 minutes late with no contact.
- C. Absences slow down progress and make it hard to establish routines. Please keep everyone healthy by staying home if you have a fever over 100° and/or are vomiting. Absences more than the amount of sessions in a week per month shall be considered excessive, and subject to drafting a memorandum of understanding for continued services.

We understand the cancelation policy for Individualized Educational Services:

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Parent / Guardian

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Date

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Student / Parent / Guardian

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Date

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Date