

Cancellation Policy for Step Up Tutoring

Effective Date: 26th February 2025

Last Reviewed: 8th July 2025

1. Introduction

At Step Up Tutoring (“we”, “us”, or “our”), we understand that schedules can change. Our cancellation policy is designed to provide flexibility for our clients while ensuring fair compensation for our tutors' time and preparation.

2. Purpose

The purpose of this policy is to:

- Provide clear guidelines on how clients can cancel sessions without being charged.
 - Transparently show the potential fees that will be charged if clients cancel late or fail to attend.
 - Protect and value our hard-working tutors' time.
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2. Session Cancellation by 1-2-1 Clients

- **12-Hour Notice:** Clients may cancel or reschedule a tutoring session free of charge by providing at least 12 hours' notice.
 - **Late Cancellations:** Cancellations made within 12 hours of the scheduled session will be charged 50% of the session fee.
 - **No-Shows:** If a client fails to attend a scheduled session without notice, the full session fee will apply.
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3. Group Sessions

Cancellations for group sessions are refundable up until 24 hours before the scheduled session, where cancellations will be charged 50% of the fee. No-shows for group sessions are non-refundable. However, clients may transfer their spot to another person with prior notice.

4. Online Classes

Cancellations for classes are refundable up until 4 hours before the scheduled session

5. Cancellation by Tutors

In the rare event that a tutor needs to cancel a session, clients will be notified as soon as possible and offered the choice of rescheduling or receiving a full refund for the session.

5. Cancellations Due to Unforeseen Circumstances

In the event of circumstances beyond our control (e.g., technical issues, emergencies), we will do our best to reschedule the session or offer a refund if rescheduling is not possible.

6. How to Cancel

Cancellations should be made by contacting the tutor. If your tutor is unavailable or you have not received a response confirming they have seen the cancellation, please contact help@stepuptutoring.co with the subject: "Cancellation: [Date], [Child], [Tutor]"

7. Refund Policy

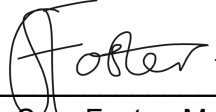
Refunds, when applicable, will be processed within 5 business days to the original payment method.

8. Changes to This Policy

Step Up Tutoring reserves the right to amend this policy at any time. Any changes will be communicated to clients in advance.

9. Contact Information

If you have any questions or concerns regarding this policy, please contact policies@stepuptutoring.co.

Signed: 

Sam Foster, Managing Director