

Cancellation Policy for Boost Your Grades

At Boost Your Grades, I strive to offer a consistent and reliable learning experience for all students. To help me to manage my schedule effectively and ensure fairness to all families, I kindly ask that you adhere to the following cancellation policy:

1. Payments

- Tuition is paid **monthly in advance**, covering **four weeks of lessons**.
- Payments are due before the start of each new 4-week block to secure your child's place.

2. Missed Lessons

- **Illness:** If your child is unwell and unable to attend a lesson, please notify me at least 24 hours prior to the start of the lesson. I will do my best to offer a **make-up session**, subject to availability, but this is **not guaranteed**.
- **Holidays or Planned Absences:** Please provide a **minimum of 7 days' notice** if your child will be absent due to a holiday or other commitments. I will try to reschedule the session if possible. Unused lessons due to holidays are **non-refundable**.

3. Cancellations and Ending Tuition

- If you wish to **cancel lessons permanently**, I require **one month's notice** in writing. This allows me time to offer the space to another student.
- The final month of lessons will still be payable in full, regardless of attendance.

4. Tutor Cancellations

- In the rare event that I need to cancel a session, I will reschedule at a mutually convenient time. If this is not possible, a refund or credit will be applied to your next payment.

5. Lateness and No-Shows

- If a student is late, the session will continue for the remainder of the scheduled time. Sessions will not be extended beyond the original end time.
- If a student is more than 15 minutes late, the session will be cancelled and will not be refunded or rescheduled.
- **No-shows** (failure to attend without notice) are charged in full and will not be rescheduled.

We appreciate your understanding and cooperation. If you have any questions about this policy, please don't hesitate to get in touch.

Warm regards,
Louise Heaton
Trading as Boost Your Grades

louiseheaton@boostyourgrades.co.uk

07525087905
