

Hope for Global English, SPC Terms of Agreement



Last Updated 10/01/2021

CANCELLATIONS

CANCELLATION OF LESSONS BY CLIENT/STUDENT Such notice must be done during our administrative hours via phone or SMS (text message).

The Client/Student may cancel tuition/lessons by giving at least 24 hours prior notice to the Tutor in which case no tuition fees will be incurred. Lessons not attended by the student without giving 24 hours prior notice to the Tutor shall be charged at the full rate.

Fees are based upon the Student's undertaking to attend all lessons as stipulated in the schedule above and no discount or refunds shall be given in respect of lessons not attended by the Student.

CANCELLATION OF LESSONS BY TUTOR Such notice must be done during our administrative hours via phone or SMS (text message).

The Tutor may cancel lessons by giving 24 hours prior notice to the Client/Student in which case no fees shall be incurred. Where a lesson was pre-paid, the Tutor shall reschedule the appointment at a time agreeable to both parties, failing which the Client/Student shall be refunded with such a missed lesson fee.

All sessions are to be completed within the scheduled time-frame in accordance with the 1st day sessions began. If sessions are cancelled on the part of the tutor, a makeup session must be arranged within 7 days or those missed hours will be lost.

Because the nature of the tutoring sessions is to improve academic performance it is pertinent that the Student attends regularly and on time. If there are 3 or more cancellations, no-shows, or tardiness in any 2 month time frame, the client will be charged a **\$35 Convenience Fee** for each 2 month occurrence.

INCLEMENT WEATHER

In the event of inclement weather (snow, sleet, hail, flooding, tornado, hurricane, severe thunderstorm) we will leave it up to the discretion of the Client/Student and the Tutor as to whether or not a lesson will be held. All clients have the option to use online tutoring as an option in lieu of cancellation due to inclement weather. Please communicate with your tutor on lesson days when there is inclement weather. The Tutor shall reschedule the appointment at a time agreeable to both parties, should lessons be cancelled due to inclement weather.