



CANCELLATION POLICY

Academic Year Tutoring

QWERTY's cancellation policy is based on the notion of "reasonable notice," where "reasonable notice" depends on the particular set of circumstances surrounding a cancellation and the judgment of the individual tutor.

During the academic year, each student and tutor make a mutual commitment to a regular time/day slot. The tutor commits to the agreed upon slot, i.e. time is reserved for the specified student, and the student/family agrees to honor that time commitment. How a student/family chooses to use that time, i.e. shows up, doesn't show up, works effectively, doesn't work effectively, is often beyond the scope of control of the tutor. The tutor reserves that slot for the exclusive use of the student throughout the school year unless otherwise notified by the family. When QWERTY sends a bill, it is billing for its time commitment to the agreed upon time slot. **When a late cancellation occurs, i.e. one for which no rescheduling attempt is made or one where we have insufficient time to rebook the slot with another student, we would like as much information as possible regarding the circumstances of the cancellation.** This enables us to determine whether the student/family has done everything they can to honor their commitment to the time slot.

Summer Tutoring

Because summer tutoring is scheduled in advance, our cancellation policy differs in that time period. During the summer, the tutor and family are similarly committed. By scheduling summer tutoring, the tutor is relinquishing the right to schedule other students during the agreed upon times. The tutor's job is to carefully determine an effective course of study based on any and all information about the student's schedule and academic goals. That assessment drives the recommended number of hours. It is up to the tutor and family to then schedule the number of meetings around family vacations, summer camps, etc. and commit to using them. Once that schedule is agreed upon, the tutor commits to the times for the student, thereby precluding the use of the times for other students.

When a student cancels multiple sessions, rescheduling is the first option as it is often impossible to fill the canceled slots with another student. This is because the nature of summer scheduling is such that time commitments are made well in advance, and because each individual schedule is tailored to allow the student to meet his/her other commitments.

Recognizing that sometimes an *unavoidable* cancellation occurs, **each QWERTY tutor applies his/her knowledge of a situation to the question of whether to charge a family or not for missed sessions.** Things like illnesses, family emergencies, etc. go well beyond the scope of control for a family, so we don't typically charge when things of that nature result in cancellations. When a student makes a decision to spend time that has been committed to him/her in another way, e.g. gets a last minute invitation to spend time with friends, decides to take a vacation, etc., we attempt to rebook the times, and if we are successful, we do not charge. But, when we are not successful, we will charge as the tutor has set aside time for the student and is honoring his/her commitment to the agreed upon schedule.