

## **ATAR Advantage – Cancellation Policy FINAL (20220501)**

ATAR Advantage provides in-person & online, 1 to 1 & small group private tutoring and assignment drafting & feedback services.

This policy applies to the cancellation of tutoring sessions by the client ('You' or 'you') supplied by ATAR Advantage.

ATAR Advantage offers complete flexibility for clients:

- Payments are structured in a Pay-As-You-Go format.
- No contracts or pre-payments required.
- You are not locked into a defined number of sessions per term.

The cancellation policy exists to ensure fairness and respect to both you and your tutor. Clients need to understand that most of our tutors are dependent on the sessions as a main source of income and sessions should not be cancelled at the last minute. For your tutor, the session begins prior to the start of the session with your child; they will spend time before the session preparing and planning to maximise the value they can bring to your child, so by providing adequate notice of changes and cancellations they will feel valued and appreciated.

### **Policy**

If you are unable to attend a session, please provide your tutor with notice at least 24 hours ahead of time. You can then reschedule your session negotiated with the tutor contingent on mutual availability.

If notice of a cancellation is not given at least 8 hours before the scheduled session time, you will be charged a 50% cancellation fee.

In the case of **small group sessions**, at least 24 hours notice must be given to all members of the group and the tutor in writing via email. This responsibility lies with the parent(s)/carer(s) of the student(s) who will not be attending. The cost of the session will then be charged at the rate applicable to the number of students attending that session as per pricing on our website (Eg: group of 4, only 3 attending will be charged at group of 3 rate).

In the case of **small group sessions**, if less than 8 hours notice is provided, a fee equal to 50% of the group rate per person will be charged to the non-attending client. The attending clients will be charged at the original agreed rate (Eg: group of 4, only 3 attending will be charged at group of 4 rate).

ATAR Advantage understands that in some situations this might be unavoidable – your child may leave school sick or there may be a sudden emergency. In these situations, please contact your tutor directly as soon as possible. Whilst they still maintain the right to charge you for the session, in some cases, they will be happy just to reschedule for another time that week contingent on mutual availability.

**Please note:** If notice is not given or is considered inadequate (within two hours of the starting time of a scheduled lesson), resulting in a no show, you will be charged the full amount for that session. This will apply to members of small group sessions as well, with the attending clients being charged at the original agreed rate.

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For **Late Arrival** to a session (notice given within 15 minutes from the start of the session), fees are calculated according to the times agreed between client, student and tutor and no adjustment shall be made for time lost because of late arrival by the Student. Students who arrive late will only be tutored for the remainder of the scheduled session. There will be no prolonged session unless the client confirms in writing (via email to [ATAR.advantage@gmail.com](mailto:ATAR.advantage@gmail.com)) that they are willing to pay for the extra time AND the tutor is able to accommodate the extra time. Any lost time because of the late arrival of the Tutor shall be compensated for by extending a lesson by mutual agreement and by such amount of time that was lost.

If you are going away for an extended period of time, please let both ATAR Advantage (by emailing [ATAR.advantage@gmail.com](mailto:ATAR.advantage@gmail.com)) and your tutor know at least 2 weeks in advance. Similarly, if your tutor is going away for more than 2 weeks, they will let us know and we will organise a replacement tutor for your child.

If you no longer require tuition from your tutor or would like to explore other tuition options, please let us know (by emailing [ATAR.advantage@gmail.com](mailto:ATAR.advantage@gmail.com)) 2 weeks ahead of your proposed final session. We can advise your tutor on your behalf.

This policy is effective as of 1 May 2022 (created in consultation with clientele and tutors).