Cancellation Policy

Purpose & Overview

- Junior Cub Scholars aims to provide high-quality, consistent, and reliable tuition. To ensure tutors are compensated for their preparation and time, and to manage schedules efficiently, we enforce a strict, consistent cancellation policy for all clients. By booking a session, you agree to these terms.

Client Cancellation & Rescheduling

- Notice Required: Clients must provide at least 48 hours' notice for any cancellation or rescheduling request.
- Free Cancellation/Rescheduling: If notice is provided more than 48 hours before the scheduled time, no fee will be charged, and the session can be rescheduled to the next block booking.
- Late Cancellation Fee: Cancellations made with less than 48 hours' notice will be charged at 100% of the session rate.
- No-Show Policy: If a student does not attend a scheduled session, the full, 100% session rate will be charged.
- Email: juniorcubscholars@gmail.com
  Telephone: +44 7547 161699

Missed Sessions & Make-up Lessons

- If a session is cancelled with sufficient notice, we will endeavour to find a make-up slot within the next block booking.
- Sessions missed by the student, even with notice, are not refundable, but can be "banked" for use within the next term, so long as the attendance policy has been followed.
- If attendance policy is not followed, then missed sessions will be forfeited.

Tutor Cancellation In the event of tutor illness or emergency, we will attempt to provide at least 48 hours' notice.

- If a tutor cancels, the session will be rescheduled at no cost.

Emergencies & Extenuating Circumstances

- We understand that emergencies occur. Cancellations due to illness or unforeseen emergencies within the 48-hour window may be waived at the discretion of the company director.

Late Arrival

- If the student is late, the session will still end at the scheduled time and be charged in full. If the tutor is late, they will make up the time at the end of the session or in a future session.