

Cancellation Policy

Statement Authorised By:	
Managing Director	Mr Rory Gaskin
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Introduction

TLC is committed to providing a service which prioritises the customer experience and customer service. To that effect, this policy outlines TLC's approach to dealing with school bookings which have to be cancelled. This document should be read in conjunction with the School Service Agreement which, in any event, takes precedent and is binding.

TLC Cancellations

Where TLC undertakes to provide a school with tutors for a tutoring assignment, it becomes contractually obliged to fulfil its commitment. However, there may be circumstances in which it is no longer possible for TLC to perform its obligations in the time and/or manner agreed with the school. If this becomes the case, TLC will inform the school as soon as possible to ensure that alternative arrangements can be put in place. These include, but are not limited to:

- Changing the start date of the tuition
- Changing the lesson format of the tutorials (e.g., from 3:1 to 4:1)
- Changing the subject format of the tutorials (e.g., from English to Maths)

TLC commits to doing everything it can to ensure that students receive the agreed tuition. In the rare scenario in which TLC can no longer provide any requested tuition, and that any alternative provision is insufficient, TLC will issue a refund to the relevant amount.

Tutor Cancellations

Tutors are contractually obliged to the school to commit to the dates and times agreed in their respective Order Confirmation. As part of the tutor's Representation Agreement – which forms part of their agreement with schools – all tutors agree to provide advance notice of any proposed holiday dates at the start of the assignment. TLC will then schedule the tutorials in respect of those dates to minimise any unanticipated cancellations.

Where a tutor – for any reason – cannot undertake a particular tutorial, TLC will ensure that disruption to students' learning is minimised by way of several alternative arrangements. These include, but are not limited to:

- Contacting students/parents/guardians to rearrange the tutorial(s) to a time convenient for all parties
- Allocating an alternative tutor to deliver the tutorial(s)

It should be noted that, as part of TLC's commitment to minimising disruption, it always has at least one other tutor on standby in the event that a tutor can no longer deliver any agreed tutorial.

School Cancellations

Where the School has agreed to undertake a particular number of tutorials, it will then be up to the School to allocate those tutorials in the agreed academic year. Any remaining tutorials will not be carried over the next academic year.

Tutorials are delivered as a series of sequential Tutorials. If one is missed by a student, for whatever reason, the Tutor will have no obligation to restart the series or reperform the tutorial in respect of the student absence and the TLC Fees allocated to the Tutorial will be forfeited.