



As per Precision Tuitiion's Policy, late cancellations apply when a lesson has been confirmed with a tutor by parents/guardians and/or students via SMS or Email and subsequently cancelled within **3 hours prior to the scheduled lesson**.

All late cancellations will incur a **1hr lesson charge** (based on the allocated tutor's hourly rate).

Reasons for late cancellation charges may include the following and are not limited to:

- An onset of mild-illness or fatigue (Student or Parent/Guardian).
- A clash between external commitments and tutoring.
- Forgetting about the scheduled lesson.
- Transportation malfunctions.
- Students being resistant to participating in their scheduled lessons.
- Lessons being confirmed for TWO or more siblings (one lesson occurs and other sibling feels ill or is resistant to having the lesson)

In the incidence of a late cancellation, Precision Tuitiion will offer students and/or parents/guardians an opportunity to reschedule the cancelled lesson to a later date on the same week, in accordance with Precision Tuitiion's weekly lesson cycle (Monday-Sunday). However, a late cancellation will apply if the student and/or parent/guardian cannot compromise with the tutor's availability for the remainder of the week in which the original lesson was scheduled.

Exceptions to this policy can **ONLY** be granted through:

- Suspected cases of COVID-19, where a parent intends to have their child tested. This requires a medical certificate.
- A discretionary decision that is made by **Dimitrios Kazanis via telephone or SMS**.

While Precision Tuitiion understands that cancellations are bound to occur throughout the year, adherence to this policy will ensure that our staff morale is maintained and that staff can best support our students' educational needs through lesson consistency. It is also important to respect this current policy, as there are no upfront term-based tuition payments required for our services and our operating system is designed to be flexible in a way that is family-friendly.

We thank you for your support throughout the year, and look forward to assisting our students reach their academic goals. If you have any further questions regarding this policy, please contact **Dimitrios Kazanis** on **0450 092 120**.

Dimitrios Kazanis

Precision Tuitiion