

## **Session and Cancellation Policy for online classes**

Our goal is to provide quality reading support that is timely & affordable. In order to do so we have had to implement an appointment/cancellation policy. The policy enables us to better utilize available sessions for our students and teachers.

### **Schedule a session**

Parents will receive contact information on their teacher. For new appointments, please contact tutors directly via email or phone.

### **Cancellation of a session**

Please be courteous and call or e-mail your teacher within promptly if you are unable to attend an appointment. This time will be reallocated to someone else on our waiting list. If it is necessary to cancel your scheduled appointment we require that you call by 10 a.m. one (1) working day in advance. Your early cancellation will give another person the possibility to have access to this service and ensure teachers utilize their time.

### **How to Cancel Your Appointment**

To cancel appointments please call your teacher directly. You may also cancel via email.

### **Late Cancellations will be considered as a “no show”.**

#### **No Show Policy**

A “no show” is someone who misses a session without canceling it by 10 a.m. one (1) working day in advance. No-shows inconvenience both students waiting to receive service and teachers who are teaching the session.

A failure to present at the time of a scheduled appointment will be recorded as a “no show”. The first time there is a “no show”, the parent will be sent a letter alerting them to the fact that they have failed to show up for a session and did not cancel accordingly. A copy of the letter will be placed in the student file. If there is a second “no show” a fee of \$15.00 will be billed to the students’ account.

Thank you for your cooperation!