



## Cancellation Policy

At Discover Learning, our policies help protect tutors' incomes while keeping things fair for families.

### Ending Tutoring

- One month's written notice is required.
- Lessons during the notice period must be paid for (non-refundable).
- Lessons after the notice period will be cancelled at no charge and refunded if pre-paid.
- Applies to stopping completely or reducing lesson frequency.

### Cancelling or Rescheduling Lessons

- **24+ hours' notice** → full credit (applied to next invoice).
- **12 hours – 24 hours' notice** → half credit
- **Less than 12 hours** → full charge
- At least 24 hours' notice is needed for rescheduling.

**Note:** A class credit is a lesson that can be carried onto the next month's invoice.

### Credits & Limits

- Up to **3 cancellations with credits per term** (Sept–Dec, Jan–June, Jun–Aug).
- Ongoing cancellations may lead to a discussion about continuing lessons.
- Once-a-week students are not eligible for cancellation credits (lessons need to be rescheduled).

### Flexibility

- We understand travel and special commitments happen and can be flexible at our discretion.

- Online sessions are available if your child is sick or unable to attend in person.