

Cancellation Policy

Cancellation of Lessons by the Tutor

The Tutor may cancel lessons up to 24 hours and no pre-paid fees will be refunded. In such cases, the Tutor will reschedule the lesson. If the Tutor cancels a lesson with less than 24 hours' notice, the parents/carers can request a refund for that lesson.

The tutor has to inform TJEducation immediately after or at the same time (if via email) than the parents/carers.

Cancellation of Lessons by the Parents/Carers

The Parents/Carers may cancel tuition by giving at least 24 hours prior notice to the Tutor in which case no tuition fees will be incurred. In such cases, the Tutor will reschedule the lesson with the Parent/Carer. Lessons not attended by the student without giving 24 hours prior notice to the Tutor and TJEducation shall be charged at the full rate.

Group sessions can't be cancelled by parents/carers and are not refundable and need to be paid in advance.

Late Arrival

Fees are calculated on an hourly basis by the Tutor according to the times stipulated in the tutoring agreement. In the case that a student arrives late for lessons, no adjustment to fees shall be made for time lost.

In the case of late arrival by the Tutor, the Student shall be compensated by a lesson extension until the lost time is accounted for. This time shall be added to the lesson in question or carried over to the next lesson, as agreed in advance by both parties.