TJEducation

February 2025

Cancellation Policy

Cancellation of Sessions by the Tutor

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

Cancellation of Sessions by the client

The client may cancel a session by giving at least 24 hours prior notice to the Tutor in which case no fees will be incurred. In such cases, the Tutor will reschedule the session with the client. Sessions not attended by the student without giving 24 hours prior notice to the Tutor and TJEducation shall be charged at the full rate.

Late Arrival

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

If the Tutor hasn't heard from the client after 15minutes of the start of the session, the Tutor may leave the online platform and the session is automatically cancelled and shall be charged at the full rate.

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