



Cancellation Policy

QWERTY's cancellation policy is predicated on the notion of "reasonable notice." What constitutes "reasonable notice" depends on the particular set of circumstances surrounding a cancellation and the judgment of the individual tutor.

During the academic year, each student and tutor make a mutual commitment to a regular time/day slot. The tutor commits to that time, which is reserved for the specified student, and the student/family agrees to honor that scheduled time commitment. How a student/family chooses to use that time, i.e. shows up, doesn't show up, works effectively, doesn't work effectively, is often beyond the scope of control of the tutor. The tutor reserves that slot for the exclusive use of the student throughout the school year unless otherwise notified by the family. When QWERTY sends a bill, it is billing for its time commitment to the agreed upon time slot. That's why, **when a late cancellation occurs, i.e. one for which we have insufficient time to rebook the slot, we would like as much information as possible regarding the circumstances of the cancellation.** This enables us to determine whether the student/family has done everything they can to honor their commitment to the time slot.

During the summer, the tutor and family are similarly committed, but there may be varied times and days available due to summer activities, so specific tutoring times are identified and scheduled in advance. The tutor's job is to determine as carefully as possible an effective course of study based on any and all information about the student's schedule and goals. That assessment is what principally drives the recommended number of meetings. It is up to the tutor and family to then schedule the number of meetings around family vacations, summer camps, etc. Once that schedule is agreed upon, the tutor commits to the times for the student, thereby precluding the use of the times for other students.

When a student cancels with short notice, particularly during the summer, rescheduling can be an option, but it is often impossible to fill the slots with another student. This is because the nature of summer scheduling is such that time commitments are made well in advance, and because each individual schedule is tailored to allow the student to meet his/her other commitments.

Recognizing that sometimes an unavoidable cancellation occurs, each QWERTY tutor applies his/her knowledge of a situation to the question of whether to charge a family or not for a missed session. Things like illnesses, family emergencies, etc. go well beyond the scope of control for a family, so we don't typically charge when things of that nature result in a cancellation. When a student makes a decision to spend time that has been committed to him/her in another way, e.g. gets a last minute invitation to spend time with friends, decides to extend a vacation, etc., we attempt to rebook the slot, and if we are successful, we do not charge. But, when we are not successful, we may need to charge as the tutor has set aside time for the student and is honoring his/her commitment to the agreed upon schedule.