**Cancellations**

At HG2utoring, we achieve the most impact and progress in our tutoring programmes through regular lessons and a consistent structure. This allows pupils to develop confidence in their learning and recognise success. We are, however, aware that life is busy and unpredictable and on occasion, it may be necessary to cancel a session. Should this be necessary, we ask that:

* Where possible, a 24hr notice period should be given. We reserve the right to request payment for any sessions cancelled after this time
* In the interests of continuity, if a lesson needs to be cancelled, we recommend rearranging a missed lesson within a 7-day period, where possible.
* If a tutor needs to rearrange a session, they will give at least 24 hours' notice, unless there is an emergency or sudden illness.
* If more than 2 cancellations take place within a calendar month, HG2utoring will review the arrangement to ensure it is conducive for pupil progress. An outcome of this may include the cancellation of the booking.

**Payment via Tutor Cruncher**

An individual 1-hour lesson:

£40 - Reception – Year 9

£42 - GCSE (Years 10-11)

£45 - A-Level (Years 12-13)

* Once a session has been marked completed by the tutor, an invoice will be sent via Tutor Cruncher.
* Invoices can be paid by credit/debit card, direct debit or bank transfer. The automated email will direct you to all of the necessary payment details.
* If paying by card, you will be prompted to enter your card details, which Tutor Cruncher will save to your account for future payments. **Please note, once your card details are saved, you will be automatically charged within 2 days of receiving any future invoices. If you would prefer to make a manual card payment each week, please let us know so that we can over-ride this setting.**
* All invoices should be paid within 48hrs of receipt to avoid any interruption to the tuition programme.

If you would prefer to explore an alternative payment method, please let us know and we will liaise with your tutor to see if this can be arranged.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Parent/Carer) Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_