

# **Cancellation Policy**

## **1. Cancellation Window**

Students and teachers can cancel a lesson booking up to 24 hours before the scheduled start time of the lesson without incurring any fees.

## **2. Refund Process**

If a cancellation is made within the specified time frame, the student will receive a full refund of the lesson fee, including any service fees. The refund will be processed to the original payment method within 5 business days.

## **3. Rescheduling**

Students may reschedule their lessons to another available time or date within the same cancellation window (at least 24 hours before the lesson) at no additional cost. All rescheduling requests are subject to the teacher's availability.

## **4. Late Cancellation and Rescheduling Policy**

No cancellation or rescheduling is possible within 24 hours of the scheduled lesson unless approved by the teacher or Resolution Center due to an unexpected emergency, such as a medical issue. If approved, the teacher and student can reschedule the lesson. If rescheduling is not feasible for either party due to special circumstances, the student will receive a refund. Throughout the process, students and teachers will be notified of the teacher or Resolution Center's decision to either reschedule the lesson or refund the student.

## **5. No-show Policy**

If a student or teacher fails to show up for a scheduled lesson within 10 minutes of the start time without notifying the other party, the session may be ended, and the video conference will be cancelled. If the student is absent, they will not be eligible for a refund, and the teacher will be fully compensated for the lesson. If the teacher is absent, the student must notify the Resolution Center. If confirmed, the student will receive a refund. To avoid cancellation or no-show penalties, both students and teachers must inform the other party in advance if they anticipate being late.

## **6. Forced Cancellation**

Students may submit a complaint regarding the quality of the lesson or misconduct in the teacher's conduct after the lesson has taken place. If sufficient evidence is found by the Resolution Center to support the complaint, the student will be eligible for a partial or a full refund, including the service fee.