

# EAGLES WINGS EDUCATION CANCELLATION POLICY



A cancellation/non-attendance policy exists due to the fact that:

- There has been demand for certain group programs with tutors and time slots currently having no vacancies, and therefore it is imperative that these sessions have 100% attendance each week.
- Tutors commit to and are paid for taking specific session/s for the term, and plan and prepare for these sessions each week. If numbers are low in a group, the tutor still needs to be paid.
- Each child enrolled at Eagles Wings Education has an individual program to work towards goals
- The planning that goes into the tutoring program is extensive, however students will only benefit if they are attending their weekly sessions.

If no notification is given, or less than 8 hours notice is given of a child not attending a session, the full fee for the session/s missed will be charged. If cancellation is made due to sickness and **at least 8 hours notice has been given**, you may rebook a make-up group session (for a suitable, available group time). This 'make-up' session must be within the 7 days before or after the usual scheduled session at any venue. If this is not possible, a cancellation fee of **50% of the session fee will be charged and must be paid as issued on your weekly invoice**.

All cancellation notice must be done via text message to Donna Allen Ph: 0412940872 . Emails will not be accepted. Cancellation/non-attendance fees must be paid on time alongside all other fees.

Please note that students are expected to attend sessions until the end of the term for which they are enrolled. Cancellations of enrolments before this time will incur a fee of 50% for all remaining sessions of that term. Please ensure your child is prepared and ready to begin the tutoring session on time, as time missed due to lateness cannot be made up.

LATE FEES: 20% late fees will be charged to all payments over two (2) weeks overdue. Invoices are due within 7 days of being issued. Repeated late payments may require a Stripe payment plan.

Thank you kindly, Donna and Kaelih (Eagles Wings Education).