

Missed Session Policy

Sessions may be credited back only under the following circumstances: serious emergency, sudden illness, or if I cancel and I cannot reschedule.

If your child will miss a session for any reason, please contact me at least 24 hours in advance. My e-mail address is educational.coaching.services@gmail.com and my phone number is 289-314-4449. If you receive the answering machine, please leave a message and I will contact you in response as soon as possible. Any missed sessions (including make-up sessions) for which notification was not received at least 24 hours in advance will not be offered a refund or the chance to reschedule.

Should your child miss a session for *any* reason and I have been notified at least 24 hours in advance, I will offer a make-up session. If your child cannot attend the make-up session, please follow the policy stated above, or else the session will be considered missed and no refund will be issued.

Sessions missed due to sudden illness or *emergency* do not require 24 hours advanced notice. A make-up session will be offered and in the case where a make-up session is not possible, a refund will be issued. This applies to unforeseen circumstances *only* and will be considered on a case-by-case basis. If your child is sick leading up to a session and you are not sure how healthy they will be the day of the session, please call at least 24 hours in advance to reschedule. If a make-up is not possible, you will receive a refund.

Students are expected to arrive on time for their sessions. Tardiness will not be reimbursed.

Cancellations where no make-up is desired will not be refunded.