

Cancellation & Rescheduling Policy

Unless otherwise defined in this Cancellation and Refund Policy, capitalised terms used in this document have the same meaning as given to them in our Parent Agreement.

Rescheduling a Session

You may reschedule a session directly through your Account calendar before the Tutor accepts the Booking. Once a Booking has been accepted, you agree that the clauses below apply in relation to cancellations.

Cancelling a Session

You may cancel a scheduled session through your Account. You understand that:

- if you cancel more than 24 hours before the scheduled session, the cancellation will be free of charge, and payment will be deducted.
- if you cancel within 24 hours of the session, the applicable Tutoring Session Fee will be forfeited, and no refund will be issued. You agree this cancellation fee is a genuine pre-estimate of our loss we may suffer by reason of your late cancellation or rescheduling.

Tutor Unavailability

If the Tutor is unable to provide a session, they will contact you to reschedule at a mutually agreed time. If a suitable time cannot be arranged within 7 days, you will receive a credit to use with an alternative Tutor. Please note that repeat cancellations by either parents or tutors may result in the Account and/or the Tutor being placed under review or suspended at ThriveTutors' discretion.

Late Starts and No-Shows

If the Student is late to a session by more than 10 minutes or does not attend a scheduled session and has not cancelled the session in advance, the session will be marked as a no-show and charged in full. No refunds or credits will be issued. You will not be entitled to make up for any missed portion of the session and sessions will not be extended past their original end time. Tutors will remain in the session for up to 10 minutes before closing the session.

Illness or Emergencies

We understand that unexpected circumstances can occur. If a session is missed due to illness or an emergency, you may request a credit by contacting us as soon as possible. Any credit issued is subject to approval at our discretion and must be used within 90 days.

Cancelling Your Enrolment

You may cancel your enrolment at any time via your Account or by contacting us at

hello@thrivetutors.com.au.

- Your cancellation will take effect from your next billing cycle. You will continue to have access to all Enrolment Services paid for until that time.
- No refunds will be issued for any enrolment payments made before the date of cancellation, including partial months.
- No refunds will be issued if you fail to notify ThriveTutors of your enrolment cancellation.
- If you cancel before your next billing date, you will not be charged any further payments.