

Cancellation and Refund Policy for Cape Town Tutors

At Cape Town Tutors, we understand that unforeseen circumstances may arise that require you to cancel or reschedule your tutoring sessions. This policy outlines our cancellation and refund policy.

Cancellation Policy

We require a minimum of 10 hours' notice for any changes or cancellations to tutoring sessions. If you need to cancel or reschedule a session, please contact us as soon as possible to avoid being charged for the session.

Refund Policy

We do not offer refunds for missed or cancelled tutoring sessions. However, we understand that unforeseen circumstances may arise, and we will work with you to reschedule missed sessions.

Refunds on packages will be given for tuition hours not redeemed on written request.

For refunds on bulk-package discounts will be lost and hours tutored will be charged at standard rates.

No-Show Policy

If you fail to show up for a scheduled tutoring session without giving us 10 hours' notice, you will be charged for the session and no refunds will be given.

Termination of Services

We reserve the right to terminate services if a student or tutor violates our code of conduct or repeatedly misses scheduled sessions without giving proper notice.

Changes to Policy

We reserve the right to modify this cancellation and refund policy at any time. Any changes will be posted on our website and will take effect immediately.

If you have any questions or concerns about our cancellation and refund policy, please contact us.

