



PL-6 Learning Hub Cancellation Policy

At PL-6 Learning Hub, we value your time and commitment to learning. To ensure that our scheduling remains efficient and fair for all students and tutors, we have established the following cancellation policy:

- **Cancellation Notice:**

- All cancellations must be made at least 24 hours prior to the scheduled session.
- Cancellations can be made via email, phone, whatsapp app or Facebook messenger.

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- **Late Cancellations and No-Shows:**

- If a session is cancelled with less than 24 hours' notice, or if a student does not show up for a scheduled session, the full payment for the session will be charged.
- Exceptions may be made for emergencies or exceptional circumstances, at the discretion of PL-6 Learning Hub.

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- **Rescheduling:**

- Sessions cancelled with at least 24 hours' notice can be rescheduled based on tutor availability.
- We encourage students to reschedule as soon as possible to secure a new time slot.
- With group evening sessions the payment can be carried on to a future session if at least 24 hours notice given.

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- **Tutor Cancellations:**

- If a tutor needs to cancel a session, students will be notified as soon as possible.
- In such cases, the session will be rescheduled at a mutually convenient time, or a substitute tutor will be provided.

- **Payment:**
- **Payments for sessions are due at the time of booking.**
- **Refunds for cancellations made with at least 24 hours' notice will be processed within 5-7 business days.**
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We appreciate your understanding and cooperation in adhering to this policy. Our goal is to provide a consistent and reliable learning experience for all our students.