



Attendance, Cancellation & Payment Policy

1. Policy Statement

Flourish Futures UK is committed to providing a reliable, professional tutoring service. This policy outlines expectations regarding attendance, cancellations, payments, and late payment procedures.

2. Attendance Expectations

Students are expected to attend all scheduled sessions punctually and prepared to learn. Regular attendance is essential for sustained progress and continuity of support.

3. Cancellations and Rescheduling

A minimum of 24 hours' notice is required to cancel or reschedule a session. Cancellations with less notice may be charged in full. Where possible, an alternative session may be offered at the tutor's discretion.

4. Tutor Cancellations

If Flourish Futures UK needs to cancel a session due to illness or unforeseen circumstances, an alternative session will be offered or the session will not be charged.

5. Missed Sessions and No-Shows

Missed sessions without notice are non-refundable and will be charged in full. Repeated non-attendance may result in withdrawal of services.

6. Payment Terms

Fees are agreed in advance. Payment is due after each session unless otherwise agreed in writing. Invoices should be paid within 7 days of issue.

7. Late Payment Procedures

If payment is not received within the agreed timeframe, reminders will be issued. Persistent late payment may result in sessions being paused until accounts are settled.

8. Holiday and Slot Retention

Parents/carers are asked to provide notice of holidays or planned absences. Regular session slots may not be guaranteed following extended breaks unless otherwise agreed.

9. Policy Review

This policy will be reviewed annually or sooner if required.

Signed:
Cathy Robinson
Director – Flourish Futures UK

Date: _____