

Refund & Cancellation Policy

Effective Date: 01.02.2025

Last Updated: 04.02.2025

1. Introduction

At Angela Gunner Tutor, we strive to provide high-quality English tutoring services for GCSE students. We understand that unforeseen circumstances may arise, and this policy outlines our approach to cancellations and refunds.

2. Cancellation Policy

Student-Initiated Absence

- **Missed sessions:** If a student does not attend a scheduled session, they will be sent the recorded session. Regrettably, no refund can be offered.

Tutor-Initiated Cancellations

- In the rare case that we need to cancel a session, we will offer a rescheduled session at a mutually convenient time or provide a full refund.

3. Refund Policy

- **Single Session Refunds:** Regrettably, if you cancel a session, no refund can be issued.
- **Prepaid Packages:** Refunds for prepaid tutoring packages are available only if the request is made within 14 days of purchase and if no more than 25% of the sessions have been used. The refund will be calculated based on the remaining unused sessions.
- **Exceptional Circumstances:** We may offer refunds beyond this policy in cases of medical emergencies or other extenuating circumstances at our discretion.

4. How to Request a Cancellation or Refund

To request a cancellation or refund, please contact us at angelagunnertutor@outlook.com with the details of your request. Refunds will be processed within 7 working days.

5. Policy Updates

We reserve the right to update this policy as needed. Any changes will be communicated via our website and will take effect immediately.

For any questions, please contact us at angelagunnertutor@outlook.com