



## CANCELLATION & REFUND POLICY

### Individual Sessions

- A minimum of 24 hours' notice is required to cancel or reschedule a session.
- Sessions cancelled with less than 24 hours' notice are chargeable in full.
- Missed sessions without notice are non-refundable.

### Illness

If a student is unwell, please provide as much notice as possible. Where appropriate, sessions may be rearranged.

If I need to cancel due to illness or unforeseen circumstances, an alternative session will be offered or a refund provided.

### Group Sessions / Science Passport

- Fees are payable in advance.
- Missed sessions are non-refundable.
- In exceptional circumstances, partial credit may be considered at discretion.