



Private Tutoring Cancellations

Individual Cancellations

We understand that there are times when your young person must miss an appointment due to emergencies or other obligations.

To avoid cancellation fees Canine Comprehension requires a minimum of 6 hours notice. Should your appointment not be cancelled within this time frame, full fees apply to the unused session.

To cancel, the client needs to call (do not leave a message), email or text Sarah on 0421 490 188 / sarah@caninecomprehension.com.au. With 6 or more hours notice, we will endeavour to reschedule during that same week where possible.

Delays:

If a young person is 15 minutes past their scheduled time the appointment will be forfeited. The tutor has the ability to extend the available time, should they not have an immediate appointment following, however this is not our expectation and will be up to the tutors discretion.

Cancelling a client

Our Clients are booked in on a term by term basis and we expect that once booked in, the booking will continue for that term and then be reevaluated for the next term. Clients are invoiced at the end of each term (unless payment has not been forthcoming in the past). A client is able to cancel the booking if they feel as though there is no further benefit to our sessions. Once a client has cancelled, they may find it difficult to rebook due to scheduling of our new students on our waiting list.

The Canine Comprehension Club:

There may be times when a young person has not shown up the their scheduled session. The paying client has the option to use this time for Caning Comprehension Club instead. Please read about this option in the Canine Comprehension Club document.