

Cancellation Policy

Cancellations and Missed Lessons

Cancellations

If you need to cancel your tuition lesson, you should provide as much notice as practical. Payment is still required for all cancelled sessions within your enrolment. This obligation for payment varies depending on the timeline behind the cancellation. See the table below for a breakdown of fees.

Cancellation Type	Notice Period	Charge
“Soft Cancel”	24 Hours	50% of the lesson fee
“Hard Cancel”	Less than 24 Hours	100% of the lesson fee
“Missed Lesson”	No notice	100% of the lesson fee

You are entitled to a rescheduled lesson when you cancel under the bounds of soft cancel or hard cancel.

Cancelled lessons remain as a ‘lesson credit’ for the school term. Lesson credit is not transferred between terms.

Where the lesson is missed, a rescheduled lesson will be made available at an additional cost to the client.

Communication of cancellations

All cancellations must be made via email to enquiries@ascendtuitioncentre.com.au or via the online platform. Cancellations made via other channels may not be honoured.