



## Cancellation Policy

At Norris Education, we accept that plans and circumstances may change and we endeavour to accommodate the Parent or Client where feasible.

### Course and Mock Exam Cancellation

|   |             |
|---|-------------|
| Prior to 4 weeks to course start/exam date        | Full refund |
| Between 2- 4 weeks to course start/exam date      | 50% refund  |
| Less than 2 weeks prior to course start/exam date | No refund   |

### Lesson Cancellation

We understand that situations arise that will require you to cancel a lesson and we will accommodate as best we can. However, if you cancel your lesson **with less than 24 hours' notice you will be charged in full for the lesson**. Parents must liaise directly with their child(ren)'s tutor to notify them of cancelled lessons.

### Assessment Cancellation

If, for any reason, you change your mind after booking an assessment you are free to contact us and cancel. However, **assessments cancelled less than 14 days before the scheduled assessment will be charged in full**.

### End of Tuition Period

We understand that families' circumstances change and that some tuition is time limited (eg. exam prep) while others will continue on for longer term. Therefore, you can end your tuition sessions at any time but must give **one month's notice**. If you stop lessons before the month's notice period is up you **will be charged for the remaining lessons within the notice period**.

## **Subscription Cancellation**

Subscriptions can be cancelled any time but, if you have chosen monthly subscription, you **will be charged** for that month **if you cancel after the date in which your subscription payment is taken**.

Eg. payment is due 1<sup>st</sup> of January, subscription cancelled 5<sup>th</sup> January.

January's payment **will** be taken.

Eg2. payment is due 1<sup>st</sup> of January, subscription cancelled 27<sup>th</sup> December.

January's payment **will not** be taken.

## **Exam Paper Bundles**

Bundles are **non refundable** once purchased.