

Tutor Catch-Up & Cancellation Policy

Effective Term: 2026

Cadence Academy provides professional teaching spaces and administrative support to independent tutors. To ensure smooth operations and fairness for all parties, the following Catch-Up & Cancellation Policy applies to all tutors hiring space and services at Cadence Academy.

1. General Policy

- Catch-ups are a discretionary courtesy, not an entitlement.
- A minimum of 24 hours' notice is required for any catch-up or reschedule.
- Catch-ups cannot be carried forward to future terms.
- Cadence Academy may modify or discontinue catch-up provisions at any time.

2. Group Session Catch-Up Clinics

On behalf of the teacher Cadence Academy offers Catch-Up Clinics for students enrolled in group programs.

2.1 Entitlement

- Each student may access up to 2 Catch-Up Clinics per term.
- This limit is fixed and cannot be increased.

2.2 Clinic Structure

- Clinics are not full lessons and may not be supervised by the subject tutor.
- Tutors must prepare catch-up work packages for missed lessons.
- Students may:
 - Attend the clinic and complete the work onsite, or
 - Collect the work package to complete at home.

2.3 Feedback

- Completed work must be submitted to the Catch-Up clinic supervisor for onward delivery to the relevant tutor for the feedback.

3. Individual (1-on-1) Session Catch-Ups

3.1 Rescheduling

- Students may reschedule up to 2 individual sessions per term.
- Rescheduling is subject to tutor availability.

3.2 Notice Requirement

- A minimum of 24 hours' notice is required.
- Missed sessions without notice are forfeited and charged in full.

3.3 Term Boundaries

- Rescheduled sessions must occur within the same term.
- Unused reschedule allowances expire at term end.

3.4 Tutor Availability

In the event of tutor unavailability, the tutor bears full responsibility to rectify the missed session at the tutor's discretion. It includes:

- Rescheduling the session on an alternative day within the term.
- Extending a subsequent session by 30 minutes to 1 hour.
- Crediting the session to the following term with a corresponding fee adjustment.

Cadence Academy is not liable for tutor cancellations and will not facilitate or guarantee alternative staffing.

4. Non-Attendance & Late Arrivals

- Sessions missed without notice are forfeited.
- Sessions end at the scheduled time regardless of late arrival.

5. Illness & Emergencies

- Tutor may request supporting documentation.
- Additional catch-ups may be granted at the Tutor's discretion.

6. Liability & Safety

- Catch-Up Clinics may not have subject tutor supervision.
- Cadence Academy Supervisor is not responsible for incomplete or lost work.
- Parents/guardians are responsible for student arrival and pickup.

7. Academy or Tutor Rights

Cadence Academy and Tutors reserve the right to:

- Refuse catch-ups for repeated misuse,
- Adjust policies at any time,

8. Acceptance of Terms

By enrolling a student at Cadence Academy, the parent/guardian acknowledges and agrees to comply with all provisions of this Catch-Up & Cancellation Policy.

Legal Disclaimer This policy does not create contractual obligations beyond stated allowances. Cadence Academy is not liable for academic outcomes, missed sessions, or any loss arising from student non-attendance, tutor unavailability, or operational changes. All decisions made by Cadence Academy regarding catch-ups, cancellations, supervision, and rescheduling are final and binding. Cadence Academy may modify this policy at any time without prior notice. Use of Cadence Academy's facilities constitutes acceptance of all terms and conditions.