



**BEYOND
TUTORING**

Beyond Tutoring Services Appointment Cancellation Policy

We understand that plans can change, and we strive to accommodate our customers' needs to the best of our ability. However, cancellations can impact our scheduling and resources. Therefore, we have established the following cancellation policy:

Cancellation Timeframes

If you cancel your reservation within 24 hours of the scheduled start time, you will be eligible for a full refund of the total amount paid. If you cancel your reservation after the 24-hour window has passed, a cancellation fee of 40% of the total booking amount will apply.

Cancellation Process

To initiate a cancellation, please contact our customer service team at 267-885-8515. Cancellations made via email must be timestamped with the sent date and time for consideration under this policy.

Refund Processing

If you qualify for a full refund due to cancellation within the 24-hour window, we will process the refund using the original payment method within 2 business days. If the cancellation falls beyond the 24-hour timeframe and incurs the 40% cancellation fee, the remaining 60% of the total booking amount will be refunded using the original payment method within 2 business days.

Non-Refundable Scenarios

In certain cases, such as "no-shows" or failure to cancel within the specified timeframe, the booking may be considered non-refundable, and no refund will be provided.

Exceptions

In cases of unforeseen circumstances, such as extreme weather conditions or documented medical emergencies, we will review the situation on a case-by-case basis and may waive the cancellation fee. Proper documentation may be required.

Modifications

If you need to modify your reservation, we encourage you to contact us as soon as possible. We will do our best to accommodate your request, subject to availability.

Please note that this cancellation policy is subject to change without prior notice. We recommend reviewing this policy before making a reservation. By proceeding with a booking, you acknowledge and agree to the terms outlined in this cancellation policy.

If you have any questions or require further assistance, please feel free to contact our customer service team at 267-885-8515.