

Sunday 1st December, 2019



Dear: Students & Parents/Guardians of Precision Tuition,

The following letter has been published to formally notify you all of our new **lesson cancellation policy**, which will be effective as of **Saturday 4th January 2020**

2019 was a very successful year for our students at Precision Tuition. We are very proud of their achievements and efforts over Semesters 1 and 2. It has also been fantastic to see the parents/guardians of our students become increasingly involved in the tracking of student progress.

However, throughout Terms 1-4, the Precision Tuition team had experienced several incidences of lesson cancellations, with minimal notice provided to the tutors. We understand that there may be instances of emergencies or misadventure (where a cancellation is needed). However, without reasonable notice, this causes disruption to the schedules of tutors and the operations of the Precision Tuition Workshops. Late and unorganised cancellations also means other students may miss out on requested lessons, as Precision Tuition is unable to provide sufficient notice of the availability of either a tutor or the Workshop spaces. This also is particularly an issue during peak exam periods, where students may request additional support or lessons to aid them in their preparation.

Therefore, in the best interests of all parties, Precision Tuition will be reforming its current policy, which will require all students/parents to **notify the tutor or Dimitrios Kazanis** of a lesson cancellation **at least 3 hours before** the scheduled time of lesson. Any lesson cancellations within this time period will incur a charge for a **1 hour lesson**, as per our pricing structure

Late cancellations apply when a **lesson has been confirmed via parents/guardians/students via SMS** and then subsequently **cancelled within 3 hours prior** to the lesson. This includes a range of incidents such as:

- The onset of illness or a student feeling sick
- A clash of commitments/weekly tasks or forgetting about their lesson
- Transportation malfunctions
- Lessons being confirmed for TWO or more siblings (one lesson occurs and other sibling feels ill or is resistant to lesson)

Exceptions to this policy can only be granted through discussion with **Dimitrios Kazanis via telephone**. Matters will then be determined through discretion. In the incidence of a tutor cancelling a lesson, they will be required to professionally notify students and parents, as well as offer a rescheduled lesson time that is considerate of the student/parent's schedules.

While Precision Tuition understands that cancellations are bound to occur throughout the year, adherence to this policy will ensure that our staff morale is maintained and that staff can best support our students' educational needs. It is also important to respect this current policy, as there are no upfront term-based tuition payments required for our services and our operating system is designed to be flexible in a way that is family-friendly.

We thank you for your support throughout the year, and look forward to assisting our students reach their academic goals. If you have any further questions regarding this policy change, please feel free to contact **Dimitrios Kazanis** on **0450 092 120**

Kind Regards,

Dimitrios Kazanis

*D.Kazanis*

Precision Tuition