

Lecture Time Change Policy

At TutorsPoint, we value both the student's learning time and the tutor's commitment. To keep everything running smoothly, we have set out the following rules for changing lesson times.

For Students & Parents

- **Rescheduling with Notice**
Students may request to change a lesson time by giving at least **24 hours' notice** before the scheduled start.
- **Short-Notice Requests**
If the request is made with **less than 24 hours' notice**, the lesson fee may still be charged, unless the tutor agrees otherwise.
- **How to Request a Change**
All lesson time changes must be arranged through the TutorsPoint platform (dashboard, email, or live chat). Direct arrangements outside the platform are not permitted.

For Tutors

- **Rescheduling with Notice**
Tutors should also give at least **24 hours' notice** if they need to change a lesson time.
- **If a Tutor Cancels Late**
If a tutor reschedules or cancels a lesson with less than 24 hours' notice, the student will be offered either:
 - a **free replacement lesson**, or
 - a **full refund** for that session.

General Rules

- **Mutual Agreement**
Lesson time changes will only be confirmed once both student and tutor agree.
- **Repeated Changes**
Frequent last-minute changes may be reviewed under our **Fair Use Policy** to protect tutors' time and ensure consistent learning.
- **Emergencies**
We understand that genuine emergencies happen. In such cases, TutorsPoint will support both parties to find a fair solution.

This protects tutors from last-minute cancellations, while also reassuring students that their rights are respected if a tutor changes plans.