

Tutoring Cancellation Policy

The Wade Edwards Learning Lab (WELL) relies on the punctuality and consistency of our students in order to continue to provide free resources.

Unfortunately, our ability to provide these services to students is sometimes hampered when students book appointments with our tutors and then do not arrive for their appointments without formally canceling. When students do not show up for their appointments, other students lose the benefit of scheduling an appointment and our volunteers lose their valuable time.

To better serve our students and volunteers, the WELL has adopted both no show and cancellation policies. All students receiving tutoring will adhere to these policies.

No Show Policy

Students with tutoring appointments have fifteen minutes to arrive for their scheduled appointment. If you do not arrive within 15 minutes of your appointment's scheduled start time, you will be considered a No Show. Tutors are no longer obligated to meet with a student who arrives more than 15 minutes late for his/her session, but they may still choose to do so at their discretion.

Cancellation Policy

Parents are advised to cancel within 24 hours of their appointment's schedule start time. However, the WELL recognizes that sometimes advanced notice is not possible. Appointments canceled less than three hours of the appointment's scheduled start time (or 15 minutes after the appointment has already started) are considered Late Cancellations. Student canceled appointments **will be verified by parent(s)/guardian(s)**.

Medical emergencies may arise. Therefore, if an appointment is canceled due to a medical emergency, student will need to bring doctor's note.

In the event the student attempts to contact the WELL to cancel an appointment outside normal operating hours, please send an email to rdixon@wade.org or leave a voicemail at (919)856-9233 x104.

The following outlines necessary consequences multiple No Show and/or Late Cancellations occur:

1. A combination of three *No Show and/or Late Cancellations* within a semester or term period (within 9 weeks) will result in suspension of appointment-making privileges. Students will lose appointments for the remainder of the semester.
2. Any additional *No Show and/or Late Cancellations* will result in a *suspension of appointment-making privileges for the school year*.

Agreement

I have read and understand the terms of the Wade Edwards Foundation and Learning Lab Tutoring Cancellation Policies and agree to uphold these guidelines. I understand that failure to do so may result in cancellation of future tutorial appointments

Signature of Student

Date (e.g., 1/1/2014)

Signature of Parent

Date (e.g., 1/1/2014)