

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

Students are advised to cancel within 24 hours of the scheduled start time for their appointment. However, the WELL recognizes that sometimes advanced notice is not possible. Appointments canceled less than three hours prior to the appointment's scheduled start time (or within 15 minutes after the appointment has already started) are considered Late Cancellations.

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

The following outlines actions when 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 will result in suspension of appointment-making privileges. Students will lose appointments for that semester.
2. Any additional *No Show* and/or *Late Cancellations* will result in a *suspension of appointment-making privileges for the school year.*

Agreement



Tutoring | Test Prep | Computer Lab & Internet
Forums, Clubs & Summer Programs

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

Signature of Student

Date (e.g., 1/1/2017)

Signature of Parent

Date (e.g., 1/1/2017)