



Cancellation Policy

As part of the Gliss Music School cancellation policy, your students' parents must notify you in advance if they choose to cancel the lesson.

Specific time regulations

- **Afternoon/Evening lessons:** The parent needs to notify you **by 8:15am on the day the lesson is supposed to occur**. If they provide late notice, you are entitled to charge a 50% cancellation fee.
- **Morning lessons:** if you have an early morning lesson scheduled (e.g., 7:45am), they need to notify you **by 9:45pm the night before**. If they provide late notice, you are entitled to charge a 50% cancellation fee.

This fee entitles you to 50% of your usual pay for that lesson. For example, if your pay rate with that particular student is \$40 per lesson, you would receive \$20.

If the parent cancels within 1.5 hour (or less) before the scheduled lesson, you are entitled to charge a 100% cancellation fee.

To charge the cancellation fee, navigate to the lesson in TutorCruncher, then select the down arrow next to 'Cancel' and then select 'Cancelled but still charge'.

If you have decided to charge the parent a cancellation fee, **please notify admin** so we can ensure the charge rate is set correctly for that lesson in TutorCruncher. We will also consult with the parent.

If a parent has cancelled with late notice and it was due to a medical or family emergency, you may choose to waive the cancellation fee, but we leave this decision up to you.