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# CANCELLATION POLICY

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Sophia Technologies Ltd.



64 - 66 Wingate Square, Office 5, London SW4 0AF  
Registered Company (11541298)

## **1 Extensions, Delays and Cancelling Bookings**

### **1.1 Extensions and Delays:**

- 1.1.1 If You wish to extend a Tuition Session beyond the agreed time, it is the Tutor's decision whether to agree to Your request or not. For any extension beyond the agreed Booking, the Tutor has the right to charge for the extended time on a pro-rata basis, as calculated using the App. All extensions will be charged by units of 30 minutes.
- 1.1.2 If the start of the Tuition Session is delayed by more than 30 minutes because You are unable to start at the agreed time, then:
  - 1.1.2.1 the Tutor is entitled to end the Tuition Session as initially agreed, without making any adjustment to the Tuition Fees to reflect the reduced time of the Tuition Session; or
  - 1.1.2.2 if, notwithstanding the delayed start time, You and the Tutor agree to proceed with the Tuition Session for the agreed time allotted, then you must pay before the commencement of the Tuition Session, an additional pro-rata charge.
- 1.1.3 Additional Tuition Fees shall be payable through the App, on the same basis as Tuition Fees.

### **1.2 Cancelling Tuition Sessions:**

You acknowledge that you do not have any statutory right to cancel a booking made for a Tuition Session. However, you have a contractual entitlement to cancel any booking you have made with an Independent Tutor through us in the following circumstances and on the described terms.

- 1.2.1 Your sole right of cancelling a Booking is set out in this clause 1.2
- 1.2.2 If You wish to cancel a Booking, You must notify Sophia by using the in-App cancellation function.
- 1.2.3 If You cancel a Booking:
  - 1.2.3.1 less than twenty-four (24) hours before the Tuition Session is to commence, You will not be entitled to any refund of the Tuition Fee; and
  - 1.2.3.2 up to twenty-four (24) hours before the Tuition Session is to commence, You will be entitled to a full refund or free re-booking of the Tuition Session.
  - 1.2.3.3 You will also be charged the full Tuition Fee if you:
    - Cancel a booking other than as permitted above;
    - Attempt to cancel a booking on or after the Appointment Time; or
    - Fail to attend a booking at the Appointment Time and/or at the Designated Premises.

A cancellation fee is charged in order to compensate the Independent Tutor because it is not reasonable to expect the Independent Tutor to be able to provide a Private Tuition Session at another booking where you cancel with short or no notice.

Cancellation fees may in our absolute discretion be waived where you have been unable to cancel a booking without incurring the cancellation fee for genuine reasons which were outside of your control. Where cancellation fees are waived by us, we act as agent of the Independent Tutor who is the principal in supplying the Private Tuition service.