



# OA Tutors Tuition Booking Policy

## Objective:

This policy provides the guidelines for booking tuition sessions at OA Tutors, covering both online and in-person sessions. It ensures a smooth, professional experience for students and tutors alike.

### 1. Booking Process

All tuition sessions, whether **online** or **in-person**, must be booked through the **OA Tutors website** ([tutor.olaarowolo.com](http://tutor.olaarowolo.com)) or via an official representative.

Sessions can be booked in hourly slots, with a minimum of **1 hour** per booking.

Bookings should be made at least **48 hours in advance** to ensure tutor availability.

A confirmation email or SMS will be sent once the booking is complete and payment has been received.

### 2. Payment and Fees

Full payment or 50% is required at the time of booking to secure the session, whether it is conducted online or in-person.

OA Tutors accepts payments via **PayPal** and **bank transfer**.

All fees for tuition sessions are displayed clearly on the booking page, and clients are encouraged to review the pricing before confirming their booking.

In-person sessions may incur additional travel costs, depending on the location. These will be discussed and agreed upon at the time of booking.

### 3. Cancellation and Rescheduling Policy

#### ▪ Cancellation by the Client:

- Sessions cancelled more than **48 hours** before the scheduled time are eligible for a full refund or can be rescheduled at no additional cost.
- Cancellations made less than **48 hours** before the session will incur a **50% charge**, and the remaining 50% will be refunded.
- Failure to attend a session without prior notice will result in **100% of the fee being charged**.

#### ▪ Cancellation by OA Tutors:

- If OA Tutors or the tutor needs to cancel a session (whether online or in-person), students will be notified as soon as possible, and the session will either be rescheduled at no extra cost or a full refund will be provided.

#### ▪ Rescheduling:

- Sessions can be rescheduled without penalty if the request is made more than **48 hours in advance**.
- Rescheduling requests made within **48 hours** of the session will be treated as cancellations and are subject to the cancellation policy.

### 4. Late Arrivals

- Students who arrive late for their session, whether online or in-person, will still be charged for the full duration of the session. The session will end at the originally scheduled time.
- Tutors will wait for **15 minutes** after the scheduled start time. If the student has not arrived or logged in by then, the session will be considered a no-show and charged in full.

### 5. Tutor Availability

OA Tutors strives to match students with their preferred tutor, but we cannot guarantee the availability of specific tutors for every session.

In cases where a preferred tutor is unavailable, an alternative tutor will be offered, or the session can be rescheduled.

### 6. Group Bookings

Group sessions (involving more than one student) can be arranged for both online and in-person formats. Pricing may vary depending on the number of participants and session requirements. Group bookings are subject to the same payment, cancellation, and rescheduling policies as individual sessions.

### 7. Emergency Cancellations

In the event of an emergency (e.g., tutor illness, technical difficulties for online sessions, or unforeseen travel issues for in-person sessions), both parties will be notified as soon as possible. Sessions will be rescheduled at no extra cost, or a full refund will be provided if rescheduling is not possible.