

THE LEARNING LOUNGE

Cancellation Policy 2023/24

This policy applies to all bookings, programmes and courses.

Once you have booked a session with The Learning Lounge it means that we have reserved time in our tutor's schedule exclusively for you. You have the right to cancel your sessions at any time, however, The Learning Lounge does not offer refunds less than 48 hours before it is scheduled to take place, you will be given a Banked Session Code which allows you to rebook within a 3 week period. For more information regarding the cancellation policy please read below.

Any cancellation / refund request must be done by telephone only (01702 965521).

Client Cancellation Notice Table

48 Hours Notice - Full Refund - £8 cancellation admin fee (or bank session code request)
24 Hours Notice - Non-Refundable (bank session code available)
12 Hours Notice - Non-Refundable

The Learning Lounge Cancellation - If for any reason The Learning Lounge cancels any session regardless of the time of day a full refund will be offered; or a bank session code (to re-book session); or an alternative tutor. We will notify clients via email, text or telephone and it is the decision of the client to choose an option.

Banked Sessions - A booking code will be provided for each banked session that will enable the session to be booked without additional fees being charged. Banked session booking codes will expire after 3 weeks if not booked. You can log into the members' area on the website (www.thelearninglounge.co.uk) to rebook your session using your banked session booking code. This enables you to book sessions online and manage your booking schedule. A breakdown of all banked sessions can be obtained at any time by contacting The Learning Lounge.

We understand that it is sometimes necessary to cancel sessions due to other commitments or emergencies and The Learning Lounge will take every situation into consideration to offer the best solution possible.

There is never any obligation to book a run of sessions with one of our tutors. If you decide - for whatever reason - that you no longer want to continue with sessions that are booked, please note that each session will be subject to an £8 cancellation admin fee no refunds will be offered less than 48 hours before it is scheduled to take place. We're confident that you'll be so pleased with your tutor that you'll want to continue lessons for as long as possible. However, you can opt to change tutor(s) at any time you wish within 72 hours notice free of charge.

If for any reason, your child does not attend the session, you will not be eligible for a refund or rescheduling that session.

Any sort of unacceptable behaviour at The Learning Lounge Center will lead to exclusion from the session and any future sessions will be cancelled for which we will not offer any refund.

The Learning Lounge operates on a no refund and no cancellation policy for discounted sessions.