

CANCELLATION POLICY

Your Specialist Teacher Limited Company Number 16997681

Effective Date: 4th February 2026

Last Reviewed: 4th February 2026

1. INTRODUCTION

This Cancellation Policy outlines the terms for cancelling or rescheduling services booked with **Your Specialist Teacher Limited** (hereinafter referred to as "The Company," "We," or "Us"). By booking or engaging our services, you agree to adhere to this policy.

2. CANCELLATION & RESCHEDULING (AD-HOC VISITS)

For all individual sessions (e.g., Training, Half-Day Visits, Consultations) purchased on an ad-hoc basis:

- **More than 48 Hours' Notice:** If you cancel or request to reschedule with **more than 48 hours' notice** prior to the start time, there is **no charge**. You will receive a full refund or a credit to rebook at a later date.
- **Less than 48 Hours' Notice:** If you cancel with **less than 48 hours' notice**, **100% of the agreed fee** will be charged. No refund will be issued.
- **Learner Substitution (The "Save the Visit" Clause):** If the intended learner is absent or unwell, the Client **may substitute a different learner** for the same scheduled visit to avoid cancellation charges.
 - *Condition:* The **Parental Partnership Form** for the new learner must be shared with parents and available to us prior to the visit.
- **Non-Attendance:** If our Consultant arrives and the visit cannot go ahead (e.g., child absent and no substitute found), **100% of the fee** is payable.

3. CANCELLATION (SUBSCRIPTION CLIENTS)

For clients with an Annual Service Level Agreement (SLA):

- **More than 48 Hours' Notice:** The visit credit is **returned to your annual allowance** and can be rebooked for a later date.
- **Less than 48 Hours' Notice:** The visit will be **deducted from your annual allowance** as if it had taken place.
- **Learner Substitution:** As above, you may substitute a different learner to "save" the credit, provided the relevant permissions are in place.

4. CANCELLATION BY THE COMPANY

In the rare event that **The Company** must cancel a session due to illness, emergency, or unavoidable travel disruption:

- We will provide as much notice as possible.
- **Ad-Hoc Clients:** Will be offered a full refund or priority rescheduling.
- **Subscription Clients:** The credit will remain in your allowance.
- **Liability:** The Company shall not be liable for any secondary costs incurred by the Client (e.g., supply cover).

5. HOW TO CANCEL

All cancellation or rescheduling requests must be made in writing (email is preferred) to create a timestamp.

- **Email:** jamie@yourspecialistteacher.com
- **Phone:** 07440 160004 (Please follow up phone calls with a text/email for confirmation).

6. CONTACT US

Your Specialist Teacher Limited

Email: jamie@yourspecialistteacher.com

Phone: 07440 160004

Address: 9 Chart Close, Faversham, Kent, ME13 7SE