



Third Space Education Booking Policy

Thank you for choosing Third Space Education. To ensure a smooth and effective experience, please review and adhere to the following booking policy:

Booking process

- All courses and lessons must be scheduled via email or on the phone.
- Sessions are booked on a first-come, first-served basis. We cannot hold places without payment
- Same-day bookings are not guaranteed and are subject to availability. Please call us for last minute availability.

Cancellation and rescheduling

- We understand that unforeseen circumstances may arise. To cancel or reschedule a session, please notify us at least 24 hours in advance.
- Cancellations or rescheduling requests made less than 24 hours before the scheduled session may be subject to a cancellation fee equivalent to 50% of the session cost.
- Failure to show up for a scheduled session without prior notice will result in a charge for the full session cost.

Payments

- Payment is required in advance of each session via bank transfer.
- Invoices for multiple sessions can be arranged upon request.

Refunds

- Refunds will be provided in the event of Third Space Education having to cancel a session due to unforeseen circumstances that prevent students visiting our classrooms.
- Refunds will not be issued for cancellations made by the student, or the student's family, unless they adhere to the cancellation policy outlined in Section 2.

Code of conduct

- Both tutors and students are expected to adhere to a professional and respectful code of conduct during tutoring sessions.
- Any inappropriate behaviour or violation of this code may result in termination of any future sessions without a refund.



- Third Space Education reserves the right to remove from our programme, without refund, anyone who is found to be bullying, misbehaving or displaying disruptive behaviour.

By booking a session with Third Space Education, you acknowledge that you have read, understood, and agreed to the terms outlined in this booking policy. We appreciate your cooperation and look forward to assisting you in achieving your child's goals.

If you have any questions or concerns, please do not hesitate to contact Sarah on 07969 059 866.

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