

# Student Shed Tutoring - Refund Policy

At The Student Shed, we are committed to delivering high-quality tutoring services that meet the needs and expectations of our students and their families. We understand the importance of flexibility and satisfaction in the tutoring process, which is why we have established the following refund policy:

## **Trial Period and Single Sessions:**

- We offer a trial period for new students: if you are not satisfied with your first tutoring session, you may request a full refund for that session.
- Requests for refunds for single, pay-per-hour sessions must be made within 24 hours after the session.

## **Package Deals:**

- For students who opt for our multiple-hour package, we want to ensure that you are matched with the best tutor for your needs. If, for any reason, you feel that your tutor is not the right fit, we are happy to match you with another tutor.
- Requests for tutor changes or refunds based on dissatisfaction must be made within the first 4 hours of the package to ensure that we can address your concerns promptly.

## **Refund of Package Deals:**

- Should you decide to discontinue your tutoring package for any reason within the first 4 hours, you will be eligible for a refund of the unused portion of your package.
- A 20% administration fee will be deducted from the refundable amount to cover processing and operational costs. This fee is calculated based on the total value of the unused sessions.
- To request a refund or a tutor change, please contact us directly through email at [tutoring@thestudentshed.com](mailto:tutoring@thestudentshed.com). We will process your request and provide assistance to ensure your satisfaction.

## **Note:**

- Refunds are typically processed within 5-7 business days.
- Sessions that have already taken place are not eligible for a refund, except for the trial session as specified above.
- We reserve the right to offer credits for future tutoring sessions in lieu of a cash refund, based on the specific circumstances of the refund request.

Our aim is to provide a supportive and effective learning environment. We appreciate your feedback and are dedicated to continuously improving our services to better meet your educational needs.