



Please note that we have different policies for one on one tuition, group courses, masterclasses and mocks. Please read carefully through each of the policies before you make any bookings. If you'd like to see any of the policies explained in more depth then please visit our website.

One-to-one Tuition

- Please give at least 24 hours notice for the cancellation of 1-1 private tuition. Sessions cancelled **within 24 hours** of the arranged time will be charged at the full hourly rate.

Small Group Courses

- Any courses cancelled by Torchlight will result in an immediate refund of the whole fee for the course, where possible we will always offer alternate dates/times and ask you to re-book if desired.
- If you need to cancel a place booked on a Group Course, please give us **30 days notice** and your fee will be refunded in full. For cancellations made with less than 30 days notice we will refund 50% of the total fee. Unfortunately we are not able to make refunds when notice is received less than 14 days from the start of the course.

Masterclasses

- If Torchlight Tuition has to cancel the course, we will offer a full or part refund (dependant on the percentage of the course delivered) or, where possible, seek to offer alternative course dates.
- Torchlight Tuition is not able to offer refunds for Masterclasses cancelled with less than **30 days notice** unless we find another student to fill that empty space. Whenever an opening due to a cancellation is filled, we will refund the client in full no matter the notice given.

Mock Exams

- We are not able to offer refunds on our mock exam bookings. If you cannot take up a booked place we will offer you **transfer** to another course or **credit** for the full amount paid. Where rearrangement is not possible, we may release the exam paper to be completed at home and subsequently marked by us.

Free Assessments

- Please give at least **24 hours notice** for the cancellation of our free assessments. Although we will always try to be accommodating, we may not be able to offer a free assessment if sessions are repeatedly cancelled.