



Term Booking Policy

1. Term Bookings

- 1.1. Dedicated Timeslot:** A Term Booking is the reservation of a regular, weekly timeslot exclusively for your student to ensure consistency in their learning. It is not the purchase of individual, week-to-week sessions.
- 1.2. Term Duration:** Term dates are set by Lakerink Mathematics and generally follow the Victorian Government school term, excluding public holidays. Please note that the term schedule is not reduced for independent school holidays or specific school programs; absences for these reasons must be managed via rescheduling (see Section 2).
- 1.3. Term Renewals:** Existing students receive priority for their established timeslot, but bookings do not automatically roll over. A new Term Booking Form must be accepted each term to secure your spot. Lakerink Mathematics reserves the right to determine all renewals and timeslot allocations.

2. Rescheduling and Cancellations

- 2.1. Required Notice:** If your child cannot attend, their session can be rescheduled provided a minimum of 48 hours' notice is given. Non-attendance with less than 48 hours' notice results in a forfeited session that is not eligible for rescheduling.
- 2.2. Illness & Emergency Exemption:** Please do not attend sessions when genuinely unwell (e.g., COVID, the flu, or gastro). For genuine illness or unforeseen family emergencies, the 48-hour notice requirement may be waived. Please notify me as soon as possible.
- 2.3. Reschedule Conditions & Limits:** Arranging reschedules is the parent or student's responsibility. They are strictly subject to availability and capped at three per term; any absences beyond this cap are forfeited. Makeup options include a dedicated 1-on-1 Sunday 9:00 am timeslot (first-to-book) for the duration of the term, and additional sessions during the first three business days of the school holidays. Reschedules must be completed within the same term, otherwise they are forfeited.
- 2.4. Tutor Cancellations:** If Lakerink Mathematics cancels a session, you may choose to reschedule or receive a booking credit valid for 12 months.

3. Payment

- 3.1. Payment Obligation:** By booking, you are securing your student's dedicated timeslot for the entirety of the term. As this time is made unavailable to other students, the term fee applies regardless of week-to-week attendance. As this is a full-term commitment, early withdrawals or cancellations mid-term are not eligible for refunds or the waiving of remaining instalments.
- 3.2. Due Dates & Methods:** Fees can be paid upfront in full or via three equal instalments. Due dates will be listed on your invoice and Term Booking Form. Payments must be made via bank transfer or cash (EFTPOS facilities are not available).
- 3.3. Late Payments & Suspension:** If an instalment is not paid by the invoice due date, tutoring sessions may be suspended until the outstanding balance is cleared. Prolonged non-payment may result in the loss of your dedicated timeslot. This does not void the financial obligation for the term.