

# Aptitude Academic Services, L.L.C.

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www.apptitudeacademics.com

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## Re: Cancellations

Dear Aptitude Students and Families,

We are always happy to try to accommodate (with adequate notice and schedule permitting) rescheduling of sessions due to unexpected commitments with school, athletics and extra-curricular activities or emergencies or illnesses. We understand how busy and complex student schedules can be and how important it is to remain somewhat flexible in meeting changes due to competing priorities. We prefer, however, to minimize last minute cancellations due to lack of homework or assignments; this practice prevents us from building upon learning strategies and practicing application of content and new skills in addition to efficiently and effectively scheduling other clients and meeting the majority needs. It is also challenging for our instructors and their schedules. In addition, we hope our clients value our services beyond the completion of homework and know that our student's learning and study skills needs usually extend beyond the simple completion of classroom work. We also cannot reschedule or refund sessions for students who spontaneously do not attend without prior notice.

By way of clarification, please take note of our Aptitude Academic Services Cancellation and Reschedule Policy:

Cancellations and rescheduling requests are *preferred* with one week's advance notice. This gives us adequate time to reschedule our instructors and make the session time available to other clients. We will, however, honor the following policy:

“To avoid unnecessary billing, all cancellations must be received at least 48 hours before the start of the session. Cancellations must be received in writing by e-mail ([dj@apptitudeacademics.com](mailto:dj@apptitudeacademics.com) or [julie@apptitudeacademics.com](mailto:julie@apptitudeacademics.com)), by phone or by text (DJ - 435.901.1216 or Julie - 801.209.3499).”

Repeated cancellations will result in forfeiting reservations and fixed times.

Thank you for your understanding and help with our scheduling needs.

Regards,

Julie and DJ