**Cancellation Policy**

As an organization we have a mandate to offer our services to the public and to attempt to make our programming as accessible as possible.  We strive to keep our costs to a minimum.  For our new tutoring program we will be implementing a strict cancellation/makeup lesson policy.  This is done to ensure the program can remain at its current cost and to remove any confusion between parents/guardians and Epilepsy NL in respect to our policy.

Attendance for all sessions is expected to be upheld. Attendance for each lesson will be recorded. Sessions are expected to be completed within the time frame provided by the tutor. There will be flexibility to complete lessons on alternate days due exceptional circumstances.

Make-up lessons will only be given under the following circumstances for in person lessons:

* Metro area schools are closed due to inclement weather.  This applies when ALL metro schools are closed for the day or afternoon.  If schools are closed for the morning and re-open in the afternoon then tutoring will go ahead.
* If inclement weather begins after the school day has started, the LDANL office will make a decision on cancelling lessons.  Parents/guardians will be contacted and make-up lessons will be offered.
* In cases where the student is sick, is recovering from a seizure or is in need of medical assistance.

Make up lessons for online learning will be given under the following circumstances:

* In cases where the student is sick, is recovering from a seizure or is in need of medical assistance, notice of illness will have to be provided as quickly as possible to LDANL
* The LDANL tutor has to cancel or tutoring is cancelled for any reason because of LDANL (medical issues, equipment issues or Internet connection issues).

Please note that every effort will be made to schedule make-up lessons. In the event that a suitable time cannot be agreed upon, parents/guardians will be credited the cost for the lesson. Make-up lessons cannot be given at any time for conflicts in schedules such as sports events, social events or other after school activities.