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FREE TEMPLATE · FOR TUTORING CENTRES

Cancellation and no-show policy

A one-page policy families can read before they book: the notice window, what a late cancellation costs, what a no-show costs, and how make-ups work. Four choices to make, then paste it into your portal or website.

PREPARED BY

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WRITTEN FOR

Owner-operators

Tutoring centres and studios

pillaros.ca/tools/no-show-cost-calculator

Built in Quebec · Bilingual EN + FR

Template · not legal advice

Four choices, then one page.

A policy only works when the family saw it before they booked and the desk applies it the same way every time.

1 · The notice window

How many hours before a session a family can still cancel or move it for free. The template says 24 hours; pick what your tutors' time is worth.

2 · A late cancellation

Inside the window. Charged in full, half, or it consumes one credit. Decide whether the first one each term is forgiven.

3 · A no-show

Nobody came and nobody called. Usually charged in full or the credit is consumed. Say how long the tutor waits.

4 · Make-ups

When a make-up is offered, how it is booked, and when it expires. An open-ended make-up is a liability that never closes.

IF YOU SELL PREPAID PACKAGES IN QUÉBEC

Selling courses makes you a merchant under the Consumer Protection Act, and the client can cancel the contract at any time. Before the sessions start you cannot keep anything; after they start you can keep the cost of the sessions already taken plus a penalty capped at the lesser of \$50 or 10% of the price of the sessions not yet given, and you have 10 days from the cancellation notice to refund the rest. A per-session cancellation policy like this one governs individual sessions; it cannot override those rules for the package itself. Source: Office de la protection du consommateur, [rules for courses](#) and [what a merchant may keep](#).

Not legal advice. This is a template for you to adapt. Rules differ by province and change over time; have your own advisor read the final text, especially the package clause.

Pillar OS enforces this policy for you: reminders before every session, a cutoff per location, self-serve rescheduling in the portal, and a no-show credit rule.

Put a yearly number on your no-shows →

Cancellations, no-shows and make-ups

Replace every dotted blank. Keep the headings; families scan them.

1. Booking and confirmation

Sessions are booked through the family portal or with the front desk. Every booked session is confirmed by email or text, and a reminder is sent 24 hours before it starts.

2. Cancelling or moving a session

A session can be cancelled or moved at no charge up to 24 hours before its start time, directly in the portal. Inside that window the portal will ask you to contact us, and section 3 applies.

3. Late cancellations

A session cancelled less than 24 hours before its start time is charged in full / charged at 50% / deducted from your package as one session.

- The first late cancellation each term is forgiven. *(Delete this line if you do not offer it.)*
- Illness with a note and centre closures are not late cancellations; see section 6.

4. No-shows

If the student has not arrived 15 minutes after the start time and we have not heard from you, the session is a no-show and is charged in full / deducted from your package as one session. The tutor stays available for the rest of the booked time, and the session is not extended.

5. Make-up sessions

A make-up session is offered when a session is cancelled within the notice window, and is not / is offered for late cancellations or no-shows. Make-ups are booked through the portal, depend on tutor availability, and must be used within 30 days. Unused make-ups expire.

6. Sessions we cancel

If we cancel a session (tutor illness, weather, a closure), there is no charge, the credit is returned, and you are offered the first available time to rebook. Online sessions may be offered in place of an in-person session when the building is closed.

7. Prepaid packages

Packages are valid for 12 months from purchase. If you cancel a package, Québec's Consumer Protection Act sets what may be kept and what is refunded, and we follow it. *(Adapt this clause for other provinces.)*

8. How to reach us

Cancel or move a session in the portal at portal address, or contact us at phone or email. Messages sent outside opening hours count from the time they were sent.