Can I Get a Refund?

Pricing and Payments · https://shanistutoring.com/help-doc/can-i-get-a-refund/

We understand that things don't always go to plan, and you may need to request a refund on a tutoring session.

Where possible, we try to cooperate as much as we can. However, please be aware that we can only return payments in specific circumstances.

Note: We reserve the right to update this refund policy whenever it is necessary. Please see the bottom of this page for information on when we last updated.

Read the Full Refund Policy

You can find all the details here: Refund and Cancellation Policy

The full page includes everything you might need to know, including:

- How far in advance you need to cancel or reschedule
- What counts as a "no-show"
- When you're eligible for a refund (and when you're not!)
- What happens with group sessions, lectures, and bundles
- What to do if your tech lets you down or you booked by mistake

It's written in plain English, but if anything's unclear, just drop us a message.

Do These Rules Ever Change?

Yes, but we promise to keep things fair. We review our policy regularly to stay in line with:

- UK and EU consumer law
- US fairness standards
- California regulations (for our lovely students across the pond!)

The version linked above is always the most up to date.

? Still have questions? Just reach out:

? hello@shanistutoring.com

? Contact Page

We’re here to help. Thanks for choosing Shani’s Tutoring!