

Payments and Cancellations

We aim to provide a high-quality, personalised service that is both flexible and consistent. To support this, we have established payment and cancellation policies that secure your child's place on the timetable, ensure fair access for other families, and allow our educators to plan with care and intention.



For new enrolments, payment is made after the first session. For existing enrolments, payment is made in advance.



Cancellations made with less than 24 hours' notice are generally charged at the full session rate.

Enrolment

For students under 18, enrolment must be completed by a parent or legal guardian, who accepts responsibility for compliance with this policy and the Service Agreement. Enrolment secures a regular place for the term, supporting continuity and planning. Learning plans are valid for one school term from purchase unless otherwise arranged and are structured around a set number of sessions. Where scheduling extends beyond the included sessions (for example, in an eleven-week term), additional sessions are billed at the same per-session rate as the selected plan. Short extensions may be granted. Please contact us if needed.

For new families:

We offer a complimentary introductory session so you can experience our approach before committing. After this session, an invoice will be issued for your chosen plan. Payment must be finalised before the second session to secure your child's place. If you choose not to continue, there's no cost. Once a plan has commenced, we do not offer refunds for change of mind or non-attendance. Your complimentary introductory session carries no charge.

For current and returning families:

Full payment is required in advance of your child's first booked session for the term or plan. Once confirmed, your child's sessions will be reserved for the full duration of the plan. This ensures consistency for both student and tutor, and allows us to manage availability for other families.

Cancellations, Missed Sessions and Late Arrivals

We understand that students may occasionally need to miss a session due to illness or unforeseen circumstances. If your child is unable to attend, please provide at least 24 hours' notice.

Because each session is individually prepared and time is reserved exclusively for your child, cancellations made with less than 24 hours' notice are charged at the full session rate unless otherwise agreed in advance. We'll always do our best to reschedule where possible, though this depends on availability and cannot be guaranteed. Any rescheduled sessions must be used within the same term or as otherwise agreed.

If your child arrives late to a session, it will still conclude at the scheduled time. We will always make the most of the time available; however, missed minutes cannot be extended or refunded. If a student has not arrived within 20 minutes of the scheduled start time and no notice has been provided, the session will be considered a no-show and will be charged at the full session rate.

Sessions ended early or not delivered in full due to lack of required supervision for a minor are considered chargeable at the full session rate, in line with the Service Agreement.

Preparing for a Smooth Online Session

All sessions are delivered online via Zoom or another agreed platform. To ensure a smooth and productive experience, we ask that families:

- Have the Zoom app downloaded and installed on the device their child will use.
- Check the device, camera, microphone, and internet connection before the session starts.
- Provide a quiet space, stable internet connection, and headphones (if available).

If a session is disrupted due to a technical issue on the family's side, such as internet loss or a device problem, the session will still be charged. In the rare event of a disruption caused by a technical issue on our side, we will offer to extend the session, reschedule at no cost, or provide a refund or credit for the missed time, in line with your rights under the Australian Consumer Law, as appropriate to the circumstances.

If We Need to Reschedule

In the event that your tutor is unwell or unexpectedly unavailable, we will notify you as early as possible. You will be offered the option to reschedule or receive a credit or refund for the missed session, in line with your rights under the Australian Consumer Law, as appropriate to the circumstances.

Payment

Invoices are issued via email. Fee-free payment options include PayID and direct bank transfer. Credit card payments are processed securely through Square and incur a 2.2% surcharge, which equals our cost of acceptance. Surcharges are not refunded unless required by law.

For term plans, families may choose to pay weekly in advance of their child's scheduled sessions for that week instead of paying in full for the term. The weekly payment amount is calculated by dividing the total invoice by the number of booked sessions. Please let us know if you would like to arrange this option so your invoice can be issued accordingly.

We understand that payment delays can happen. If payment has not been received, we will send a reminder. Unpaid sessions may be paused until the balance is cleared.

Family Partnership and Referral Recognitions

Through our Family Partnership and Referral Recognitions, we acknowledge families who continue their learning journey with us, enrol additional siblings, or share Rethinking Mindsets with others.

- Referral Partnership Recognition: Families who introduce another household to Rethinking Mindsets receive a \$100 recognition once the referred family begins and completes their first paid session.
- Sibling Recognition: Families who enrol an additional sibling from the same household in a full-term booking receive a \$100 recognition when that sibling begins tutoring. This is a one-time acknowledgment per additional sibling.
- Continuity Recognition: After completing two consecutive full-term paid bookings, each child becomes eligible for a one-off \$50 recognition, which can be applied toward current or future sessions within 12 months of the end of the second term.

Interaction and Limits

- Recognitions are applied automatically when eligibility is met, verified through our enrolment and payment records, and can be used toward the current or future invoices. They are not transferable and not redeemable for cash, and cannot be applied to invoices from previous terms.

- Multiple recognitions can be applied to a single invoice, including recognitions for different students and recognition types. If the total credits exceed the invoice amount, the remaining credits are held for future sessions and expire 12 months from the date they are earned. Credits can only be used for future bookings and are not refundable or transferable.
- Families may hold multiple recognitions simultaneously and may earn multiple Referral Partnership Recognitions over time.
- Rethinking Mindsets reserves the right to amend, pause, or discontinue any recognition at any time, including for administrative or strategic reasons, to maintain fairness, prevent misuse, or manage operational requirements.

Governing Law

This policy is governed by the laws of New South Wales, Australia.

Policy Updates

We may update this policy from time to time. Updated terms will apply from the date they are published on our website. Content is subject to change without notice.

Feedback on Our Policies

We welcome feedback on our policies at any time. If you have suggestions, questions, or concerns, please contact us so we can continue to ensure our processes are clear, fair, and supportive of our students and families.