



How to Cancel a Tutoring Appointment

1. **You must e-mail your tutor 24 hours prior to the start of your scheduled tutoring appointment.**
 - For example, if you are registered for an appointment that is scheduled to occur from 7-9pm on Tuesdays, you must e-mail your tutor, before 7pm Monday night
 - Please be respectful of this valuable resource and do not hold an appointment that you don't intend to use
 - You tutor's email can be found in the confirmation email sent from TutorTrac
2. In order to have your appointment cancelled, you **must** include the following in your e-mail:
 1. Your name
 2. The course you are receiving tutoring in
 3. The day and time of your scheduled tutoring appointment
3. Please remember that you must cancel your tutoring appointment 24 hours prior to the start of your scheduled tutoring appointment in order to not be recorded as a Missed appointment.
 - If you do not cancel your appointment by this deadline, you will be marked as Missed
 - It is the policy of the ERC that if you accumulate 2 Missed appointments, you will be unable to attend any future appointments until you have come in and spoken with ERC professional staff.
4. Once your appointment has been cancelled, you will receive an email confirmation from your tutor.

IMPORTANT NOTE: If you have signed up for a Weekly Appointment and have decided that you no longer wish to attend, you must email your tutor and let them know so you can be removed from that appointment as well as any future appointments.