

## Student Cancellation Requests

The following procedure is for situations in which a student logs on to class and then messages in the chat or verbally tells you that they will not be able to stay for the class.

### How the educator should respond:

Educator response **should** be: "Thank you for letting me know. Please reach out to Zinkerz Support if you need help with scheduling."

### Educator **should not**:

- Offer to reschedule with the student
- Promise the student a makeup class
- Say they will add a class with a student

*All final decisions regarding scheduling are made by Zinkerz Support.*

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### Procedure for last-minute class cancellation by the student:

If a student logs in to class and tells you directly that they will not be able to stay for the class, the next steps should be:

- Give them the response stated above: "Thank you for letting me know. Please reach out to Zinkerz Support if you need help with scheduling."
  - You do not need to stay in the session for the remainder of the time.
    - Only in this situation should you not wait out the entirety of the lesson time. You will still be paid for this session.
  - Once the lesson time has passed, mark the student **ABSENT** in the lesson notes, since the lesson did not take place.
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