121 Tutors – Refund and Cancellation Policy

Last updated: December 2025

1. Introduction

This Refund and Cancellation Policy outlines how refunds, credits and cancellations are handled on the 121 Tutors platform.

This policy is designed to comply with the Australian Consumer Law (ACL), which provides consumer guarantees that cannot be excluded.

2. Role of 121 Tutors

121 Tutors operates as an online marketplace only.

Tutoring services are provided by independent tutors, and any tutoring engagement is a direct agreement between the tutor and the client.

121 Tutors facilitates payments and platform services but does not provide tutoring services itself.

3. Payments and billing

Payments for tutoring services introduced through the 121 Tutors platform are processed through an approved third-party payment provider.

Billing occurs after a tutoring session has been marked as complete through the platform.

Exact billing and payment processing timeframes are indicative only and may vary depending on processing times, banks and external systems.

4. Cancellations by clients

Cancellation terms are primarily determined between the tutor and the client.

Late cancellations or non-attendance may result in partial or full charges, depending on what has been agreed.

121 Tutors does not set cancellation penalties but may assist with platform-level disputes where required.

5. Issues with a tutoring session

If a client believes a tutoring session was not delivered as agreed, they should first raise the issue directly with the tutor.

If the matter cannot be resolved, the client may contact info@121-tutors.com.au.

121 Tutors may review disputes relating to platform use, payment processing or compliance with platform rules.

6. Australian Consumer Law

Under the Australian Consumer Law, consumers are entitled to remedies where a service fails to meet consumer guarantees.

Where a major failure occurs, the consumer may be entitled to a refund.

As tutors are independent service providers, refunds relating to service delivery are generally assessed in consultation with the tutor.

7. Refunds

Where a refund is approved, refunds are issued to the original payment method where possible.

Processing timeframes are indicative and may vary depending on financial institutions and payment providers.

121 Tutors does not guarantee exact refund processing times.

8. Platform misuse

Requests for refunds arising from attempts to bypass the platform, including off-platform payments or communication, may be declined.

9. Contact

For refund or cancellation enquiries, please contact info@121-tutors.com.au.