



VMENTORZ – Mentor Cancellation, Rescheduling Policy & No-Show Policy

Last updated: [January 29, 2026]

This policy outlines expectations and consequences relating to session cancellations, rescheduling, and no-shows by mentors and practitioners on the VMENTORZ platform. It is designed to ensure professional reliability, user trust, and continuity of care.

This policy forms part of, and must be read in conjunction with, the **Mentor / Practitioner Terms of Engagement**.

1. Professional Commitment & Reliability

Mentors and practitioners are expected to treat all confirmed sessions on VMENTORZ as **professional commitments**. Once a session is confirmed, the practitioner's availability is reserved exclusively for the user. Reliability, punctuality, and preparedness are essential to maintaining user trust and platform standards.

2. Practitioner-Initiated Cancellations

2.1 General Expectation

Practitioners should avoid cancelling confirmed sessions except in cases of:

- Illness or health-related issues
- Genuine personal or professional emergencies
- Unavoidable or unforeseen exigencies

Routine, avoidable, or convenience-based cancellations are discouraged and may be treated as reliability concerns.

2.2 Impact of Practitioner-Initiated Cancellations

Where a practitioner cancels a confirmed session:

- The affected user will not be charged, and any prepaid session value will be handled by the Platform in accordance with the applicable **User Cancellation & No-Show Policy**;
- The practitioner will **not be eligible for payout** for the cancelled session; and
- Repeated cancellations may impact the practitioner's **ratings, reliability score, profile visibility, and session allocation priority** on the Platform.

3. Practitioner-Initiated Rescheduling

3.1 Permitted Rescheduling

Practitioners may request to reschedule a confirmed session only in circumstances such as:

- A prior session running longer than anticipated
- Temporary health concerns
- Sudden personal or professional exigencies

Rescheduling should not be used as a routine substitute for availability planning.

3.2 Timely & Authorised Communication

Practitioners must notify users of any rescheduling request **as early as reasonably possible** and **only through the VMENTORZ Platform**.

Communication made through personal phone calls, messaging applications (including WhatsApp), email, or any channel outside the Platform shall **not be considered valid or authorised** for the purposes of rescheduling, cancellation, record-keeping, or dispute resolution.

Last-minute rescheduling should be avoided and may be treated as a **reliability concern**, except in cases of genuine emergencies or unavoidable circumstances.



3.3 User Choice & Consent

In the event of practitioner-initiated rescheduling, users retain full choice and may:

- Accept the rescheduled time proposed by the practitioner;
- Select an alternative available slot;
- Book a session with another suitable mentor or practitioner recommended by the Platform; or
- Cancel the session with **full re-credit**, in accordance with the User Cancellation Policy.

Practitioners acknowledge that **user consent is required** for any rescheduled session.

4. Limits & Patterns of Behaviour

4.1 Repeated Cancellations or Rescheduling

Patterns of frequent cancellations or rescheduling—whether consecutive or recurring—may be treated as indicators of reduced professional reliability.

Depending on frequency, severity, and impact, VMENTORZ may, at its sole discretion:

- Reduce profile visibility or search ranking
 - Limit access to new session bookings
 - Adjust payout eligibility
 - Require explanations or corrective measures
 - Temporarily suspend or permanently terminate access to the Platform
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5. Practitioner No-Shows

5.1 Definition

A practitioner “no-show” occurs when a practitioner fails to attend a confirmed session **without prior notice or reasonable justification**.

5.2 Consequences of Practitioner No-Shows

Practitioner no-shows are considered **serious breaches of professional conduct**.

In such cases:

- The affected user will receive full re-credit or an appropriate resolution determined by the Platform;
 - The practitioner will **not receive payout** for the session; and
 - The incident may result in one or more of the following actions:
 - Immediate reliability score impact
 - Temporary suspension pending review
 - Withholding of unsettled payouts
 - Termination of engagement for repeated or serious breaches
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6. Exceptional Circumstances

VMENTORZ recognises that genuine emergencies, health-related issues, or unavoidable circumstances may arise.

Practitioners are encouraged to:

- Proactively inform the Platform and affected users through authorised channels; and
- Provide reasonable explanation or documentation where requested.

Consideration of such circumstances does not obligate VMENTORZ to waive consequences.

7. Platform Discretion & Enforcement



VMENTORZ reserves the right, at its sole discretion, to:

- Monitor cancellation, rescheduling, and attendance patterns
- Assess professional reliability and service quality
- Determine appropriate corrective, quality, or enforcement actions
- Enforce this policy to protect users, platform integrity, and service standards

Decisions taken under this policy shall be final and binding, subject to applicable law.

8. Policy Updates

This policy may be updated from time to time. The latest version will always be available on the VMENTORZ Platform.

Continued use of the Platform constitutes acceptance of the updated policy.

9. Practitioner Acknowledgement

By providing services through VMENTORZ, practitioners acknowledge that:

- Reliability, punctuality, and professional conduct are core obligations
- Practitioner-initiated cancellations, rescheduling, or no-shows may impact payouts, visibility, and continued access to the Platform
- Only Platform-authorised communication channels are valid
- This policy forms part of their contractual engagement with VMENTORZ

Version History

Version	Effective Date	Description	Approved by
1.0	January 29, 2026	Initial launch of Mentor Cancellation, Rescheduling & No-Show Policy	VMENTORZ Board / Management