Your **first session of study support** will have been booked at a time/date suitable for you to attend.

**Subsequent sessions of support** can be booked directly with your tutor/mentor during tutorials/mentoring sessions or by contacting your tutor/mentor by phone and/or email. Alternatively, you can book sessions of support by emailing disability@ucl.ac.uk or phoning 020 7679 0100 with an idea of your availability and some suggested times/dates. If you would prefer to be contacted in another way, please let your tutor know.

If you need to **cancel or re-arrange a session of support**, please let Student Disability Services and/or your tutor/mentor know as soon as possible, giving a reason for the need to cancel/re-book. If your study skills sessions are funded through the **DSA**, this allowance will not generally meet the cost of cancelled support sessions if the cancellation is made with more than 24 hours’ notice.

When students **cancel at the last minute** or, worse, **fail to turn up to sessions without warning**, this means that the session slot is ‘wasted’ as it cannot be offered to another student at short notice. However, there are occasions when an **emergency** or an **illness** means you cannot attend a tutorial/mentoring session. Please let your tutor/mentor and/or Student Disability Services know as soon as you can. If your support is funded by the DSA you may find that your funding provider is unlikely to fund more than 2 missed sessions per term.