



Make-up Lesson Policy

Policy: Make-up Lessons
Date Approved: 01 FEB 2019

Policy Statement

We are committed to providing our families with the full number of lessons each term, even in the event of illness.

Overview

As a boutique swim school, we offer all families the opportunity to make-up lesson missed throughout the term. In the event your child has a serious illness or injury (broken arm etc) and will miss more than 4 lessons a medical certificate is required. You will then have the option of:

1. Crediting the amount of missed lesson to the following term, or;
2. Making up the missed lessons during our school holiday block lessons.

Process

In the event your child has fallen ill on the day of their scheduled lesson, and you would like to receive a make-up lesson the following process will occur:

1. Phone Bernadette on 0401 258 842 no less than 1hr prior to your lesson.
2. Bernadette will speak with you in person when you attend your lesson the following week.
3. Once your make-up lesson has been assigned your child attends the scheduled lesson.

Note

Please be aware that:

1. In the event you are unable to attend your scheduled make-up lesson, you forfeit that lesson. Due to the nature of the program we do not offer make-up lessons for a make-up lesson;
2. Make-up lessons are scheduled in classes with a vacancy and may not be with your normal instructor; and
3. Make-up lessons are only available during the current term and are non-transferable from term to term.

Authorised By

Signed: 

Position: Managing Director

Date: 01/02/2019