

## MAKE-UP LESSON POLICY

1. Swimmers are entitled to two make-up lessons per term, upon giving 24 hours' notice prior to their lesson.
2. Make-up lessons must be completed within the term that the original lesson is missed.
3. Make-up lessons are subject to availability and are not guaranteed. No refund or credit will be given if a suitable lesson is unavailable.
4. Make-up lessons may be taken at any one of our four locations, if a suitable lesson is available.
5. Make-up lessons are only available to be booked one week in advance.
6. Make-up lessons are non-transferable to siblings, holiday program, or the following term.
7. For extended illness or injury, please contact the Swim School Manager when the illness or injury occurs. Backdated doctor's certificates, without prior knowledge to Aquastar Swim Schools, will not be accepted. These circumstances are evaluated on an individual basis.
7. Extended holidays during term are only eligible for the two make-up lessons. The extra lessons missed will be forfeited, and cannot be made-up, credited, or refunded.
9. Once booked, a make-up lesson cannot be changed. If it is missed no replacement lesson will be given.
10. Make-up lessons are not permitted during the first two weeks of term.
11. Any make-up lessons not completed will not be credited or refunded.
12. Any cancellations throughout the holiday program will not be issued a make-up lesson or a refund.
13. Make-up lessons will not be taken into consideration until term fees have been paid in full.