

## ST PETER'S TRUST BOARD POLICY

### Swim School Make Up Policy

#### Makeup Lessons for Group Classes

We get it, life with kids is unpredictable! That's why our year-round program has the added benefit of offering our families 'Make Up Lessons' at no cost – you get the lessons you pay for.

If you are unable to attend your regular day and time due to sickness, holidays, or for unexpected things which sometimes pop up, all you need to do is mark your absence via our Parent Portal or App at least 2 hours before the start of your lesson and choose a make up lesson convenient to you.

As long as you're currently booked into lessons and your fees are up to date, you have 60 days to use it.

#### **Lesson Make Up Policy:**

- Make Up lessons are only offered if notified absences are made 2 Hours PRIOR to your regular lesson start time via our Parent Portal or App.
- Swimmers must have an active enrolment in order to use Make Up lessons.
- Make Up lessons will expire after 60 days from notified absence.
- Make Up lessons can only be booked up to 48 hours in advance.
- Make Up lessons cannot be exchanged for a refund or credit.
- Make Up lessons apply to the individual swimmer only and are not transferrable.
- If the Make Up lesson is cancelled or unattended, the lesson will be forfeited.
- We cannot guarantee Make Up lessons with a specific teacher or your preferred time. Make Up lessons are subject to program availability.

Please keep in mind:

Make-up lessons are free and are a bonus! They work on a 'pay it forward' approach.  
Makeup lessons are not guaranteed and they depend on available space