

ABSENT STUDENT POLICY

Option A - Make Up Class

1x make up class p/term, executed within the same term. If a suitable make-up class is not available, the class will be refunded. If a student must be away from classes for an extended period of time, they can "shift" their make-up class to the next term.

Option B - Cancel the entire class and get a credit

In the case where a student has already used their 1x make-up class, and needs to be absent once again, the parent in question has the option to ask the other students' families to have the entire class cancelled and credited towards their next term fees. Assuming the other parents agree, this process must be completed giving no later than 3 working days (tue/wed/thu/fri/sat) notice. It is the parents responsibility to communicate with the other parents, not the coaches.

*If **Option A** has been used, and **Option B** explored but unsuccessful due to other students' families not wanting to cancel the entire class to accommodate your families needs, then sadly your child will simply miss out (no refund).*

REGISTRATIONS AND PAYMENT

Completed online. We always have '1 term in advance' available to the general public to secure their child's positions. E.g. At the start of any given year, Term 1 and Term 2 registrations will be open.

Please Note -

To secure the same day/time for classes in the coming term, parents must register for that coming term. Parents who choose to register their child's position only a few weeks out, assume the risk of having to move to a different class day/time.

REFUND POLICY

E.g. withdrawing your child from a group completely after registering. Refunds are percentage based, as per the below example.

12 Sep

You register your child's Term 4 position, whereby their first class is 10 Oct, thus registration completed 21 working days in advance.

19 Sep

You wish to cancel your child's attendance, giving us 14 working days notice

Refund amount

66.66%. Cancellation notice period (14 days prior to 1st class) *divided by* Registration date (21 days prior for 1st class)

Why we do it this way

Opportunity cost. Canceling after holding a spot for a period makes it harder for us to refill.