



Junior Academy - Terms and Conditions

ABSENT STUDENT POLICY

Option A - Make Up Class

Students can have **1 make up class** p/term, executed within the same term, assuming a suitable make-up class day/time spot available. *Exception:* situations that require lengthy rehabilitation periods stopping the student from executing their make-up class within the same term, can have this extended into next term. Please note; Sun/Mon are the coaches' days off.

Option B - Cancel the entire class and get a credit

If a make-up class is not available, you can ask the other students' families, within the CoachNow group, if they would be happy to cancel the entire class to accommodate your situation. If they 'all' agree, and the coach is notified giving no less than 3 working days (*Tue, Wed, Thu, Fri, Sat*), the class will be canceled and credited. It's the parents responsibility to contact the other parents via CoachNow, not the coaches.

Option C - Simply miss out

In the unlikely situation that no suitable make-up class was available, and the other families didn't want to cancel the class to accommodate your situation, then your family will simply miss out. From a 'learning catch up' point of view, parents can view what was done during the lesson via the CoachNow group area.

REFUND POLICY

I.e. withdrawing from a class after previously 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.

REGISTRATIONS AND PAYMENT

Completed online. To help families plan their child's extra curricular activities, we allow families to register 2 terms in advance. **E.g.** Term 1 is concluding; we'll have Term 2 and Term 3 registrations available online.

PHYSICAL - COGNITIVE - NEURODIVERSE

Please advise if your child has any unique learning/communication/behavioral requirements and/or physical limitations as these things will influence what, when and how' we engage our little golfing humans.