



LESSON ABSENTEE / MAKE UP POLICY AND PROCEDURE

Lesson Absentees / Make Ups

- A minimum of 1hrs notice is required if you are unable to attend your lesson, otherwise the lesson will be forfeited and no makeup token will be available.
- A make up token will be issued to your child's account when marking absent via the portal provided the correct notice is given.
- Make up lessons have no current expiry date due to covid. A review of this policy will occur once the centre is able to reopen and the resumption of reasonable regular activity is able to occur. The recorded missed lesson and it is the account holder's responsibility to ensure all make up lessons are scheduled within that period.
- Make up lessons cannot be used as credit for any future payments/lessons.
- Make up lessons can only be used whilst there is a current perpetual booking.
- All scheduled make up lessons must be attended. IE: there is no makeup option for a makeup lesson. If you do not attend your make up lesson, it is forfeited.

Tokens

- Make up tokens will automatically be applied to your child each time you mark absent adhering to the policy.
- You can mark absent weeks in advance for such things like family holidays.
- Please note for future absence notice (7 days or earlier) a token won't be allocated immediately. However reception can override this if you wish to use your future missed lessons prior to attending the family holiday. Otherwise the token will automatically appear on the day of your missed lesson for use once you return from holidays.