

LEARN TO SWIM PROGRAM MAKE UP POLICY



KNOX GRAMMAR SCHOOL
AQUATIC CENTRE

WHAT ARE MAKE UP LESSONS?

At Knox Grammar Aquatic Learn to Swim, we offer the flexibility for you to make-up your missed lessons.

Make-up lessons are offered to students enrolled in:

- School-Age Levels 1 - 5
- Junior Development and Mini Squad

You are entitled to **2 make-up lessons** per child, per term. These make-up lessons will need to be used within the current term of when the missed lesson occurred. Make-up lessons are booked individually to replace a missed lesson of the same level.

At any point that you wish to cease a child's enrolment, any outstanding make-up lessons must be redeemed before the cease date.

Please take care to read the entire policy carefully to avoid any disappointment.

WHEN AM I ELIGIBLE?

If you are unable to attend your regular Learn to Swim lesson and you meet one of the stated criteria, you can redeem a make-up lesson in one of the following ways:

- Provide the Swim School with a minimum of 7 days' notice; **prior** to the lesson time, you will receive your make-up lesson for *FREE*.
- Provide the Swim School with *less than 7 days'* notice; **prior** to the lesson time, you will incur a \$4.00 administration fee.
- Provide the Swim School with notice **prior** to the lesson time *and* submit medical evidence, you will receive your make-up lesson for *FREE*.

HOW DO I BOOK A MAKE UP LESSON?

Make-up lessons can only be booked a maximum of 7 days in advance. Once a make-up lesson is booked, you are unable to make any amendments to this booking. If you are unable to attend your arranged make-up lesson, **your make-up will be forfeited.**

Please contact the Learn to Swim office via email to arrange your Make-Up lesson:

learntoswim@knox.nsw.edu.au