



WHAT ARE MAKE UP LESSONS?

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

Make-up lessons are unlimited per enrolment, however if you choose to discontinue learn to swim lessons, any outstanding make-up lessons must be redeemed before the cease date.

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

Make Up lessons are booked individually to replace a missed lesson of the same level¹.

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 Centre with a minimum of 7 days' notice; prior to the day of the lesson, you will receive your make-up lesson for *FREE*.
- Provide the Centre with **less** than 7 days' notice; prior to the day of the lesson, you will be charged a \$4.00 administration fee².
- Provide the Centre with medical evidence; you will receive your make-up lesson for *FREE*.

PRIVATE AND SPECIAL NEEDS LESSONS

Unfortunately we cannot provide make-up lessons for missed Private or Special Needs Lessons. Where at least 48 hours or a medical certificate is provided, family credit will be issued to the value of the missed lesson(s).

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 to arrange your Make-Up lesson:

learntoswim@knox.nsw.edu.au

¹ All make up lessons are only valid for 3 months from the day of the missed lesson.

² If you provided the Centre with less than 7 days' notice and you book your make-up lesson during the public school holidays, the \$4.00 administration fee will be waived. If the lesson is not booked during the public school holidays the \$4.00 administration fee will be added to your direct debit. The desired holiday dates must still lie within the 3 month period after the missed lesson.