

Effective from 4 January 2021



### RECREATIONAL GYMNASTICS AND LEARN TO SWIM ABSENTEE/MAKE-UP POLICY

1. Make-up lessons are **NOT GUARANTEED** and are subject to availability which may be restricted during busy periods.
2. Each student is eligible to schedule 8 make up lessons per calendar year which is only available whilst the student is enrolled in a program at SGAC.
3. Notification of absence must be received a minimum of 2hrs before the scheduled class commences to be eligible for a make-up lesson. Notification can be provided via an **online form** or e-mail to **customerservice@sgac.com.au**.
4. Make-up lessons can only be booked a maximum of seven (7) days in advance. To book your make-up lesson call or visit the SGAC Customer Service desk.
5. Make-up lessons must be taken at the individual's registered level.
6. Make-up lessons cannot be transferred to another person/booking.
7. Make-up lessons do not replace your normal class or reduce your next direct debit fee.
8. Make-up lessons that are unattended will be forfeited, cannot be rescheduled, or credited to your account.
9. Make-up lessons are available for a period of 3 months after the date of the missed class at which time it will be forfeited if it has not been utilised.