

MAKE UP LESSONS

- There is a limit of 1 make-up lesson per 31 days for notified absences.
- Make-up lessons are valid for 31 days from the notified missed lesson date. Unused lessons are forfeited
- We must be notified of absence via the Customer Portal, by no later than 1 hour prior to the class.
- When informed greater than 1 hour timeframe, you will be eligible for a makeup lesson.
- Notice of non-attendance less than 1 hour will not be eligible for a make up lesson
- Cancellation of membership will result in the forfeiture of membership fees and any un used makeup lessons
- Makeup lessons are subject to availability and we cannot guarantee specific teachers, days or times
- Missed private lessons cannot be guaranteed to be made up in another private lesson, and may be made up completed in a group class
- If a make-up lesson is missed, it cannot be re-booked
- Makeup lessons are NOT guaranteed and available ONLY when pre-arranged.
- It is your responsibility to book makeup lessons via the Portal
- Make-up lessons cannot be backdated, used to transfer, extend lessons past your “paid to” date or reduce a Direct Debit payment
- If classes are full, makeup lessons will not be able to be booked as we do NOT overbook classes.
- Due to class availability, make up classes can only be booked 48 hours via the Portal, in advance
- Doctor’s certificates are advised for extended illnesses