

Billing, Absence and Make-up Lesson Policy

Monthly Billing



- Charges are applied and auto-charged on the 1st of each month
- Payments are in advance for the number of lessons in the month
- Our bookings automatically roll over each term. Your class time is secure until you make a change by dropping or transferring.
- If you are sick or going away - you can put in a 'future absence' and get a make-up token to use later. Lessons will still be charged to hold the spot.
- If you do wish to cancel your booking - you can at anytime by going to the customer portal > my account > drop request and put in the date prior to the end of the billing month.
- Dropping during the month will still incur the full month payment.

Overdue Fees



- Reminder emails will be sent if credit card payments are declined on the first of the month.
- Please ensure that credit card details are up to date through the customer portal.
- Payments can be made in advance over the counter or via bank transfer W&S Aquatics Pty Ltd BSB 084 583 Acct 72 842 4295
- If fees remain unpaid at the end of the calendar month a \$60 late fee may be applied and the enrolment dropped until payment is made.
- If fees remain unpaid external collection agencies may be used.

When are Lessons on?



- Regular lessons will run in line with the Queensland State School Term Dates
- School Holidays - We will not have regular lessons in school holidays so you will not be charged for them.
- We run optional one-week School Holiday Programs and have limited, optional swimming lessons that can be booked individually or using make-up tokens in each School Holiday period.
- Public Holidays - The Learning Space will be closed on QLD Public Holidays. You will not be charged for these days.

Absences



- If you or your child are sick please STAY AT HOME. Sick patrons will not be admitted into our facility.
- All absences must be recorded in the customer portal at least 2 hours prior to the start of the scheduled class. This is an excused absence and will create a make-up token.
- Whilst phone and email notifications are courteous they WILL NOT create a make-up token.
- Private Lesson Absence Policy
 - All private lesson cancellations will be charged full fee unless 12 hours notice is given through the customer portal. If 12 hours notice is given an account credit will be given for the absent lesson.

Make-up Tokens



- Make-up tokens will be added to your account the day after the excused absence.
- Make-up tokens have a 365-day expiry date.
- Make-up tokens are not a credit and will not be refunded.
- Make-up tokens cannot be transferred to other program participants.
- Once a make-up lesson is booked, it cannot be revoked. If cancelled, a new make-up token will not be created.

Make-up Lessons



- Make-up lessons are offered where available space exists in another class of the same level and lesson price, on a different time or day of the week.
- To book in for a make-up lesson participants must be currently enrolled.
- Make-up lessons can only be booked 7 days in advance.
- Make-up lessons are not guaranteed and are subject to availability.
- All make-up lessons are to be booked using make-up tokens in the Customer Portal

Cancelled Lessons



- If we cancel lessons due to weather events, teacher absence or mandated closures less than 7 days we will notify via email and apply a make-up lesson to your account.
- If Government mandated closures over 7 days are enforced we will put all future payments on hold and apply account credits (not refunds) for remaining lessons in the calendar month.

We have a very generous, unlimited make-up lesson policy and believe that it is important that students have consistent lessons to progress optimally.

We want our facility to stay germ free and offer make-up lessons to encourage sick families to stay at home.

Please use the customer portal instead of phone or email as this records all absences automatically and you can view any changes made.