



# Billing, Absence and Make-up lesson Policy

From January 2024



## Billing

- Charges are applied and auto-charged each Monday morning. Payments are in advance for the number of lessons in the week.
- Our bookings automatically roll over each week including over holiday periods. Your class time is secure until you make a change by dropping or transferring.
- If you are sick or going away - use customer portal to put in a 'future absence' and receive a make-up token. Lessons will still be charged as it will hold the spot in the class.
- To cancel your enrolment – customer portal > my account > drop request
- 14 days notice is required to drop a class - 2 weeks lessons will be charged if 14 days notice is not given.

## Overdue Fees

- Reminder emails will be sent if credit card payments are declined
- Please ensure that credit card details are up to date through the customer portal.
- Full Term or Monthly 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 with additional fees at customer expense.

## Dates

- Regular lessons will run in line with the QLD State School Term Dates
- School Holidays - We will not have regular lessons in school holidays so you will not be charged for them.
- Public Holidays - The Learning Space will be closed on QLD Public Holidays. You will not be charged for these days.
- We may run optional school holiday lessons as an optional, additional booking.

## 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.
- Phone and email notifications WILL NOT create a make-up token.
- 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 and Lessons

- 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 and cannot be used in place of a regular enrolled lesson.
- Make-up tokens cannot be transferred to other program participants including siblings.
- 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 are an additional lesson and 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 need to cancel lessons due to
  - weather events,
  - teacher absence or
  - mandated closures less than 7 dayswe 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, maintaining the enrolment until re-opening date and apply account credits (not refunds) for remaining lessons that have been charged.



**Please use the Customer Portal for all absences, make-up lesson bookings, drop or transfer requests.**