

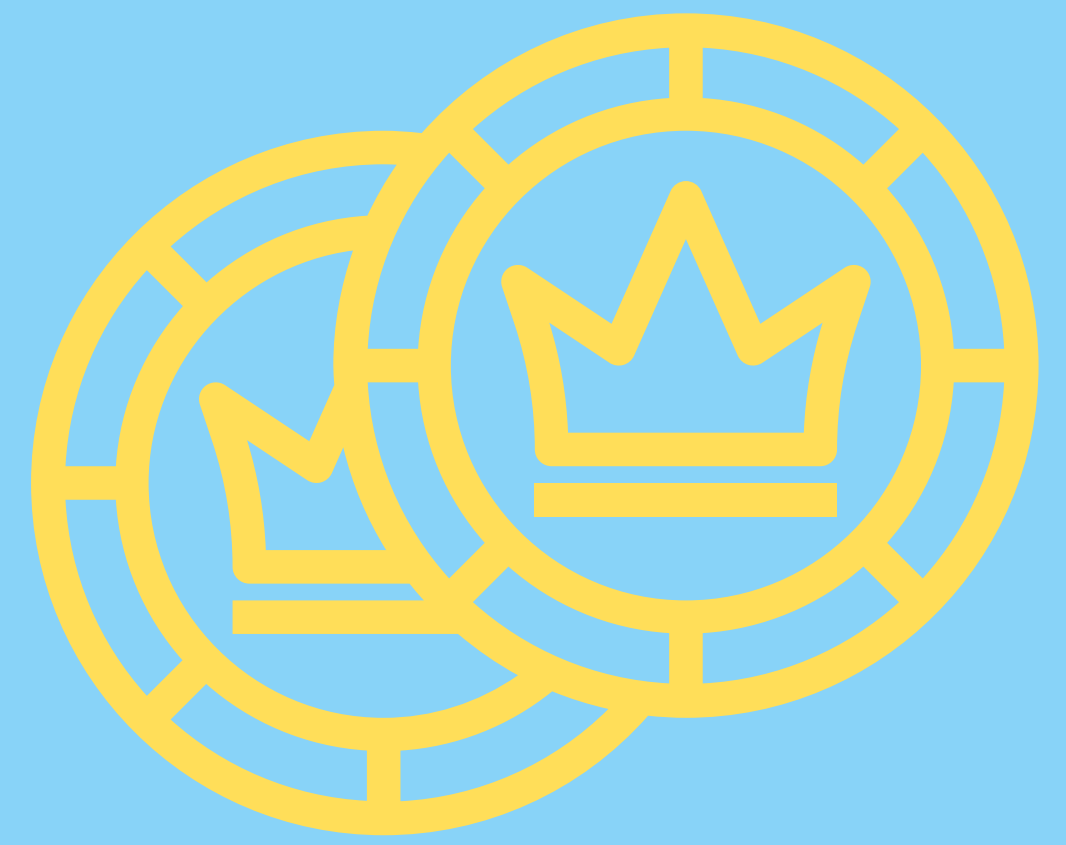
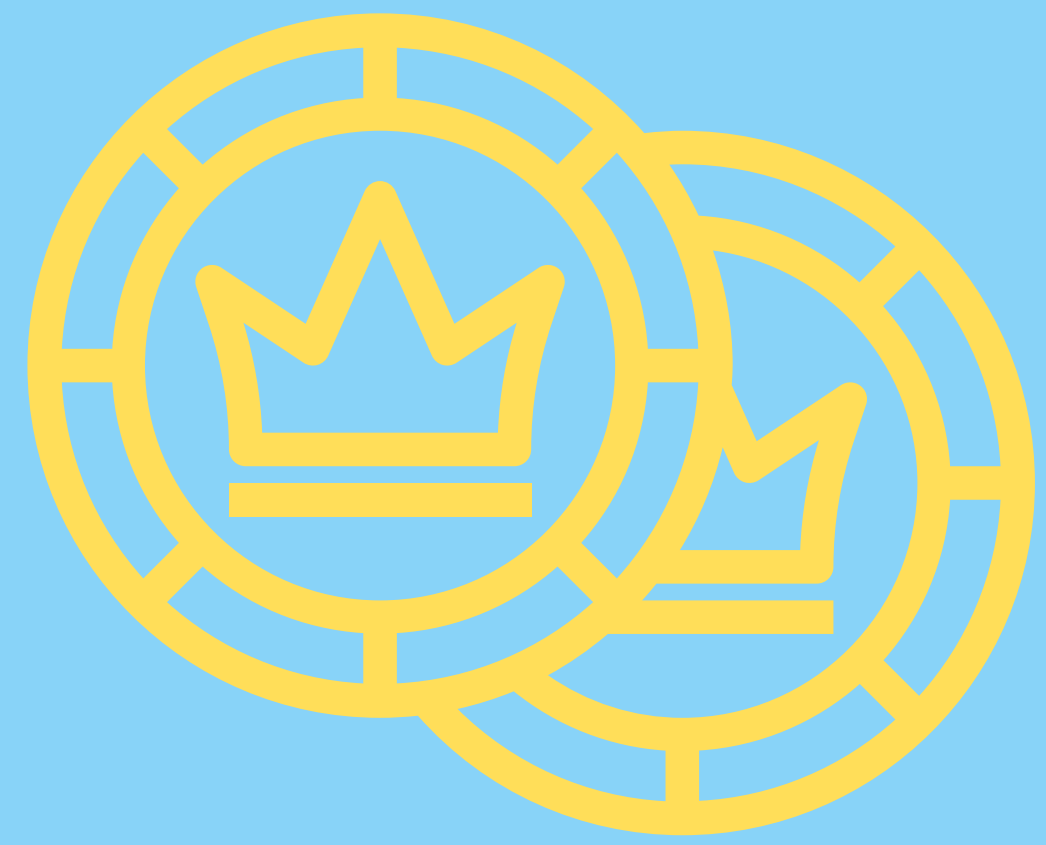
# Unlimited Make Up Lessons

## The need to know info

**Did you know that we offer unlimited make up lessons?**

**For any classes that you can't make.**

In order to be able to offer these we do have a few terms and conditions, so please make sure you are aware of these.



### Why do I need to record absence before the class time?

When you record an absence, this opens a temporary space for someone else to redeem a make up token.

### How do I get a make up token?

For any classes that you are going to miss, you need to let us know via our FSS App or via our Online Portal **PRIOR** to the class starting.

### When will the make up token be issued?

The token will be issued the following day after the child was marked as absent.

### How do I redeem a Make Up token?

To redeem a make up token you must use our online portal or via our FSS App.

### Can make up tokens be used as a credit?

No, unfortunately tokens can only be redeemed for make up lessons, these can not be used as a credit for your standard booking.

### What happens if I can't find a make up class that suits my schedule?

Make up lesson slots are subject to availability. Unfortunately we can't cater to everyone's schedule. Our schedule is always changing, so keep checking.

### Do the make up tokens expire?

Yes, once the token has been issued you have 3 months to redeem token.

### Why do you offer Unlimited Make Up lessons?

We know things can get in the way, this is a way we can offer some flexibility and a gesture of goodwill.

### Can I transfer make up tokens?

No, make up tokens can't be transferred to another student. They must be redeemed by the student that has accumulated them.

**Please be aware that students must have an active booking in order to redeem make up tokens.** Make Up tokens are issued out of goodwill, although your student maybe absent we are still paying our staff and pool costs for the class that they are missing

**Make up lessons are an alternative timeslot / day from which the student is currently booked into. Make up lessons can only booked 2 days in advance, and MUST be booked via our app or online customer portal on our website** (A small admin fee of \$10.00 will be charged for those that book make up lessons over the phone or via other means). Refunds or credits are not provided as an alternative.