

PERMANENT BOOKINGS AND MAKE-UP LESSONS POLICY

Parafield Gardens Swim School pride ourselves in our lesson quality, small class sizes and our flexibility to ensure you get the most out of your swimming experience. To allow us to do this we ask that you adhere to our make up lesson policy. If you hold a permanent booking, whether it be pay per week or pay per block, we will not let anyone takeover your **permanent** spot if you do not attend.

Any missed lessons must be made up before the end of the FOLLOWING block

If you have any questions or concerns, please do not hesitate to see management for help

- Make up lessons must be made in a different time slot than your permanent time
- Block payments are transferable but not refundable
- Pre-paid lessons that are not made up will expire at the end of the following block
- Pay as you go lessons that are not made up may result in a lump sum of holding fees to be paid
- Although we are closed on Public Holidays, you are still required to make up that lesson
- Please advise our desk staff of any time that you are unable to attend your lesson, whether it be for illness, holidays or other (no sick certificate is required)
- Please advise our desk staff if you wish to cancel your swimming lessons
- After 3 consecutive weeks of non-attendance without notification we will aim to call you. If we are unable to make contact, you may forfeit your spot