



## ABSENCES & MAKEUP LESSONS

We offer a very generous MAKE-UP lesson system, however conditions apply.

**The Critical Condition is that we must be notified by the Cut - Off times** (See below)

Students who are unable to attend lessons can organise unlimited make-up lessons. Make-up lessons can only be provided if spaces are available. Clients are expected to accept lessons offered. Make-up lessons expire only when a swimmer discontinues their enrolment. We endeavour to satisfy all requests, but cannot guarantee make-up lessons will be available at your preferred time. We strongly advise all students attend their normal allocated lesson time, as losses will be borne by the absentee.

Our system relies on us being **ADVISED** as early as possible of your absence. This allows us to use your time for someone wanting a make-up lesson.

When you are seeking a make-up lesson, early notification by others makes organising a Make-up lesson easier for you

### **NOTIFICATION CRITERIA**

At least 2 Hours prior to your lesson time or earlier if possible:-

#### **Exceptions**

where your lesson time is :-

**before 10 am or 3.30 - 5 pm Weekdays** or

**before 9 am on weekends**

### **HOW TO NOTIFY US**

- **Log in to your Customer Portal and log your absence** (see next page for directions) or
- **SMS to 0400072991** or
- **email to [absences@elthamswim.com.au](mailto:absences@elthamswim.com.au)**

Make-up lessons are organised by email or in person at reception

Make-up lessons can be taken at anytime you are enrolled at Eltham Swimming School. Make-up lessons can ONLY be taken as an extra makeup, and cannot be used as your normal lesson. Under no circumstances are fees refunded or deducted.

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To make an enquiry or enrol, email us at [enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au)

Eltham Swimming School | 1441 Main Road, Eltham 3095 | [elthamswim.com.au](http://elthamswim.com.au)

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