

# BOROONDARA LEISURE AND AQUATIC FACILITIES

## Make-Up Lessons

### Terms and Conditions

(Commencing 1<sup>st</sup> January 2025)

- A make-up lesson can be booked at no additional charge for students who miss their scheduled lesson.
- Make-up lessons are subject to class and teacher availability.
- Every student is entitled to up to eight make-up lessons for every 12 months of enrolment.
- Students enrolled in the seasonal program at Boroondara Sports Complex are able to use a maximum of 2 make-up lessons per season.
- Make-up lessons can be booked online via the parent portal, over the phone or in person.
- Lessons must be cancelled at least 1 business hour before they occur to be eligible for a make-up. See [www.boroondaraleisure.com.au](http://www.boroondaraleisure.com.au) for your Centre's business (opening) hours.
- Members have up to 90 days to use a make-up lesson from the date of the absent class. After this period the make-up lesson will expire.
- An additional make-up lesson is granted if a scheduled lesson falls on a public holiday.
- Cancelling a scheduled lesson on a public holiday is not required. All other terms and conditions apply.
- Make-up lessons can only be booked a maximum of 6 days in advance.
- Make-up lessons can only be used after the date of the cancelled lesson.
- Make-up lessons cannot be rescheduled, nor cancelled or re-booked.
- Missed make-up lessons cannot be rescheduled.
- Medical suspensions are still available with a medical certificate (minimum 2 weeks, maximum 8 weeks).
- Make-up lessons can only be booked when a membership is active.
- Make-up lessons are not transferable to another student or another contract. Once your contract ends, any unused make-up lessons are forfeited.
- Make-up lessons do not roll over or accumulate at the end of every 12 month enrolment period (or season - Boroondara Sports Complex only).

