



# Make Up Lessons - How they work

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- To be eligible for a make up lesson Bundaberg Swim Academy must be notified of the absence of your child/ren prior to 8am on the day for morning lessons and 12noon for afternoon lessons.
- You can notify through the website absentee link or by leaving a message on the phone or in person.
- When notifying of an absence a make up lesson is recorded and a voucher issued.
- You have 6 months to use make up lesson vouchers. Many families take advantage of the school holidays to use the vouchers.
- Make up lessons are only to be booked while at least one child of the family is enrolled in a permanent booking.
- Make up lessons are an added bonus parents can use if they are booked into the program.
- You can exchange a make up lesson voucher for a family pass into the complex at the weekend.
- You can exchange a make up lesson voucher between siblings. This is particularly good if one child needs a little extra work to go up to the next level.
- You can exchange a make up lesson voucher for a parent to lap swim or participate in an aqua program.
- You cannot use a make up voucher that belongs to another family or that has expired.
- Make up lessons cannot be rebooked. If you book a make up lesson and cannot come to it you have used your lesson up. You still need to return the voucher to the kiosk or you will be charged for the lesson. Please be sure you wait until your child is well before booking the make up lesson.
- Most other swim schools limit make up lessons to two per term. We do not want to do this, but we must enforce the rule that you need to be booked in lessons to use a make up lesson.