

# PROGRAM POLICIES

## Brighton Swim School @ Musgrave Park Aquatic Centre

### Make up Policy

- Make up lessons may be claimed if we have been notified in advance, the booking is current and if the fees are paid in full.
- We cannot guarantee the availability of makeup lessons. They will only be provided if there are spaces available in the appropriate class.
- One makeup lesson per month (per booking) may be offered.
- Make up lessons must be taken within one month of the date of absence and can only be organised by contacting reception.
- Make up lessons will not necessarily be with the original instructor.
- Make up lessons can only be booked after the date of absence.
- Credit is not available as an alternative.
- Make up lessons may not be transferred to another family member.
- **Our only exception to the make up lesson policies is when MPAC must cancel lessons due to lightning.**

### Bookings and Payment

- If paying upfront you cannot begin lessons unless full payment has been made prior to the beginning of the lesson.
- Upfront fees are charged monthly and are to be paid in advance. These payments can be made at reception.
- Payment for classes can be made by joining the Perpetual Direct Debit program.
- If paying by the Perpetual Direct Debit program, then payment for two classes will be debited from your nominated account fortnightly and your booking will remain all year round unless cancelled as per the Perpetual Direct Debit terms and conditions.
- Direct debit forms can be found at reception and must be returned prior to the beginning of your first lesson.
- If your booking remains unpaid your lesson will be cancelled.
- We do not issue refunds.
- If you pay via upfront payments and are wanting to cancel, reception must be informed prior to fees being charged on the 1<sup>st</sup> of the month.
- All Holiday programs must be paid in full upon booking.
- Holiday programs are not included in the Perpetual Direct Debit program.

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