

Online Make up lessons Frequently asked questions

How do I book a make-up lesson?

- **Current class that you have an active enrolment in:**
If you have a planned absence from your current class, please log into your online account. You will be able to view and select available make-up lessons at times that best fit your schedule.
- **Classes you are no longer actively enrolled into and no longer attending classes in:**
For make-up lessons related to absences from previous classes, please visit our reception staff or call us at 1300 422 664. Our team will assist you in booking these make-up sessions manually.

EXAMPLE

Levi was initially booked into a level 5 class at 5:10 PM. However, a spot opened three weeks ago in his preferred time of 4:05 PM, and he moved classes. While Levi was in the 5:10 PM class, he had two planned absences and he didn't use make up lessons before switching to the 4:05 PM class. Since Levi is no longer enrolled in the 5:10 PM class, his parent will need to call the Leisureplex or visit the front reception staff to book those makeup lessons.

Levi has been in his level 5, 4:05 PM class for three weeks, and last week he had another planned absence. Fortunately, his parent can log on to the online portal to book his makeup lesson, as he has an active enrolment in this class.

Please note:

- Make-up lessons cannot be booked more than 14 days in advance.
- Make-up lessons are only available at the centre where you are enrolled in at the time of the planned absence.

Can I schedule my makeup lesson before my planned absence?

Online – Yes, you can book a replacement session as soon as you know about your planned absence.

However, please note that if you use your makeup lesson for a planned absence that has not occurred you will not be able to cancel your absence if you change your mind

What happens to my make-up lessons if I cancel my enrolment and have NO active enrolments?

Any make-up lessons that are not booked before your final class will be forfeited. However, you may schedule make-up lessons to occur after your last class, provided they are booked prior to your final lesson.

Can I book make up lessons when my enrolment is suspended?

Yes, you can book make-up lessons during your suspension period. Please note that while you will be able to attend make-up lessons, you will not be able to book that in your regular class time or access the facility outside of your scheduled make-up lesson times.

Is there a limit on how many make up lessons I can book per week?

There is no limit to the number of make-up lessons you can book per week, provided there is availability. You are welcome to schedule as many make-up sessions as needed to accommodate your schedule.

How many make up lessons can I have on my account?

There is no limit to the number of make-up lessons you can have on your account. However, we advise that frequent absences may significantly impact your child's progress. Therefore, we encourage you to schedule make-up lessons only when necessary to ensure consistent development in their swimming skills.

Do make up lessons have an expiry date?

At present, we are waiving the 3-month expiry date for make-up lessons, acknowledging the challenges some families have faced in scheduling them. As we expand our class offerings and increase availability, this policy may be reinstated. We will ensure that any updates regarding this change are communicated to our customers promptly.

Why can't I see all my make up lessons online?

Currently, our online system is unable to display make-up lessons for absences from classes in which you are no longer actively enrolled. If you need to book make-up lessons related to previous absences, please contact our reception team, who will be happy to assist you.

We are actively working with our developers to explore the possibility of integrating this feature into future updates to enhance your experience.

Can I cancel my make up lesson?

Yes, you can cancel your make-up lessons through our online portal. Simply navigate to your active or upcoming enrolments to manage your bookings.

I moved classes, and I am no longer booked for a makeup lesson I had planned. Why?

If you have a planned absence for a future date and have already booked a makeup lesson, changing classes before that absence will automatically cancel your makeup lesson, as you will no longer be entitled to it.