

## MAKE-UP LESSONS POLICY

- Make-up lessons are offered as a courtesy and should only be used in the event of illness or unforeseen circumstances.
- Make-up lessons remain strictly subject to appropriate class selection and availability.
- Make-up lessons must be booked via reception or by email and no earlier than seven days in advance of the requested class.
- Given we cap the number of students in each class, you must receive confirmation from our office prior to attending any requested make up-class.
- Any missed make-up lessons are forfeited unless 12-hours written notice is provided.
- Only enrolled students are eligible for make-up lessons (i.e. cancelled students are not permitted to book make-ups).
- Preschool and Middle School make-ups must be used within the same term of the missed class. A maximum of three make-up lessons are permitted per term.
- Adult School make-up lessons must be used within one week of the missed class, unless under special and pre-approved circumstances
- Make-up lessons cannot be used for extended holidays. Please see our suspension policy for holiday requests.

## SUSPENSION POLICY

- Students may request to hold their spot in classes for extended holidays (longer than four weeks) at a rate of 50% fees.
- Suspensions must be requested in writing a minimum of four weeks prior to the requested holiday dates.
- Suspensions will only be permitted on the student's current class package.
- One suspension per student is permitted each calendar year.

## CANCELLATION POLICY

- Preschool and Middle School cancellations are only accepted between school terms. Cancellations after a term has commenced still incur full term fees, including those opting to pay fortnightly via direct debit.
- Adult School cancellations are accepted at any time with two weeks' notice. Note, however, that no refunds are permitted for students opting to pay in full.
- Any changes or cancellations to enrolments will only be accepted in writing with a minimum of two weeks' notice.

*Please refer to our Terms and Conditions for all other enrolment conditions.*