

COVID-19 Make-up Program Terms

During the current COVID-19 pandemic, if you or your child are unwell and unable to attend your scheduled lessons, you can take advantage of COVID-19 make-up classes.

These classes are part of our normal swim program and will be subject to availability.

This program has been introduced to ensure families do not miss out on the benefits of regular swimming lessons due to illness and will help keep everyone in our pools safe.

How to take advantage of our COVID-19 make-up program

If your child is unwell and unable to attend, you need to mark your child absent on the Parent Portal.

- Once you have marked your child absent on the Parent Portal, a make-up token will be issued, via email, on the day of the class you have missed.
- To obtain a make-up token you must mark your child absent no later than two hours before their scheduled class (the earlier the better).
- You can mark your child's absence up to 14 days in advance.
- You are entitled to eight-make-up tokens per child in 2021.
- Unless you mark your child absent on the Parent Portal you will be unable to book a make-up lesson.
- You must be enrolled with us to use your make-up tokens.

How to claim your COVID19 make-up classes

COVID-19 make-up classes are booked via the Parent Portal using the make-up token emailed to you. These are self-administered bookings which means our Customer Care team are unable to help you with these at the moment.

- Once you receive your email containing a link to your token, you can log-in to the Portal to book your make-up class.
- You must redeem your make-up token within 90 days of its issue.
- Make-up tokens are non-refundable and non-transferable.
- Once you have used your make-up token to book a class your booking cannot be changed.
- Make-up tokens can be redeemed up to seven days before the lesson.
- Make-up lessons are subject to availability.
- Unused tokens and missed make-up lessons will be forfeited.

There are no refunds available for missed or unused lessons.

We encourage you to take advantage of our COVID-19 make-up classes to help keep everyone in our pools safe and well.