

Jason Swimming Policy

- A maximum of **two** makeup/swap lessons will be offered in the same term.
- **24 hours** notice is required if a lesson is to be missed, otherwise the lesson is forfeited. Email or wechat notification must be sent prior to the lesson.
- Makeup lessons are to be taken within the enrolled term where lessons were missed.
- Courtesy makeup lessons is a service we offer subject to availability.
- Makeup lessons cannot be rescheduled once it's been arranged.
- Makeup lessons that are unattended will be forfeited.
- Makeup lessons are non transferable.
- A credit may be considered if a student misses three consecutive weeks for a medical reason, upon presentation of a Doctor's Certificate or family emergency. If approved there is an administration fee of **\$20**.
- Credits will not be granted for any other reason including absences due to holidays, exams or clashes with other activities or change of mind.
If a student is not able to complete a term or misses their lesson time for any reason, there will be no refund.
- At our outdoor Macquarie Park Venue, lessons will still run if it is raining . They will only be cancelled if there is lightning and we will inform you via email or wechat if this is the case. You will either be provided with a make-up lesson or a credit if the lesson is cancelled by us. If you choose to not come to a lesson due to wet weather or temperature you will not receive a make-up lesson.
- **Active kids vouchers** can only be used for program with a **minimum 8 weeks** duration, vouchers are not eligible to be redeemed for any school holiday, short term intensive or online programs.
- You cannot combine two vouchers to pay for a single activity in the same term even if the activity costs more than \$100.

- The voucher is not transferrable for cash. If you want to cancel your child's registration, the voucher value cannot be reimbursed as cash, nor can it be transferred to another child. The voucher cannot be refunded back to you. The remaining balance of the voucher is forfeited.
- For all terms and conditions about active kids vouchers, please visit <https://www.sport.nsw.gov.au/sectordevelopment/activekids/parent-faqs>, <https://www.sport.nsw.gov.au/active-kids-recipient-TandC>