

# **Makeup and Cancellation Policy**

## **MAKEUP POLICY**

Because of our strict student to teacher ratio, missed classes will not automatically result in make-up classes, prorated tuition or refunds. There are no refunds for classes missed including scheduled holidays.

In order to receive a make up token, you must provide at least 45 minutes notice prior to the class that you were due to attend via your customer portal or app. We do not accept notifications of absence via phone or email. If you provide the requisite amount of notice, then you will receive a make up token (after you have missed the class) that will expire 60 days from the date of the class that you were due to miss.

Make up tokens can be redeemed on a self serve basis via customer portal or app. We do not accept bookings for make up lessons via phone or email. Make up lessons can be booked a maximum of seven days in advance from the class you would like to attend. Make up lessons are strictly subject to availability, where another student has notified of their absence and they're available position will be added to the pool of spots for that day. Make up lessons are a service that we are happy to offer our current clients, if you still have a make up token but no longer a client with us, you will be unable to use it. Make up lessons cannot be exchanged for cash, credit or other benefit.

## **CANCELLATION POLICY**

Glitz Gymnastics Academy requires a minimum of 2 weeks cancellation notice. Notice of cancellation must be provided to Glitz in writing or through the customer portal. If cancellation is to be effective immediately, fees must still be paid for the next 2 weeks. If written notice is not given, the full term's fees will still be payable.

## **ANNIVERSARY FEE (REGISTRATION & INSURANCE)**

All Students will be charged a registration and Insurance fee. It is valid until 31st December of the year it was paid in.

## **DROP PROCEDURE:**

### **PARENTS MUST NOTIFY GLITZ GYMNASTICS ACADEMY TO DROP A STUDENT FROM CLASS.**

You can drop your student through the online portal, written notice via email, regular postal mail or hand delivered to our front desk will be acceptable. **Two weeks notice is required.**

Please note: You are responsible for payment for your student's classes WHETHER OR NOT YOUR STUDENT ATTENDS CLASS until the time you notify the staff VIA WRITTEN NOTICE.

Please do not rely on your student to verbally let us know that he/she will no longer be attending classes. If a student stops coming to class without notification then that student's account will be charged for the additional 14 days. This charge will be for holding the student's place in that class instead of offering that place to one of the many on a waiting list.