

# Simply Ballet Make-up Class Policy

We are proud to offer flexibility and service with our make-up class policy at Simply Ballet. Not all schools offer make-up classes and while we are happy to provide this option, it does come with some terms and conditions.

**This policy is effective from July 1 2021 onwards.**

## What is a 'make-up class'?

- A 'make-up class' is where a student may attend a similar class to their regularly enrolled class as compensation for not being able to attend their regularly enrolled class.

*Example;*

*"Sally is on the month-to-month option at Simply Ballet, and is booked to attend the Level 1 class on a Tuesday night.*

## Who is entitled to a 'make-up class'?

- Students on an Open Division Monthly booking, or a Preschool or Graded Division Term booking are eligible for a make-up class if a regularly enrolled class is missed.

*In June, Sally misses two of her normal Tuesday night classes because she is ill.*

*Sally then books two make-up classes on other days, one on a Thursday in June and then another on a Saturday in July - as both are within 90 days of the class she missed.*

## How and when can a 'make-up class' be used?

- Make-up classes may be taken at an alternate time or day at the student's current level, or an appropriate level as determined by Simply Ballet staff.
- Make-up classes cannot be used in lieu of a class a student is regularly enrolled in.
- A make-up class can only be used on a single class of equal or lesser length than the missed class.<sup>1</sup>
- Make-up classes are subject to availability and must be made use of within 90 days of the missed class.
- If a make-up class is booked through the customer portal, and the student subsequently does not attend, a replacement make-up class will not automatically be issued. Students may apply in writing to [office@simplyballet.com.au](mailto:office@simplyballet.com.au) to have that make-up class reinstated.
- No refund or discounts will be given where a make-up class is not made use of. For full details, please see our Refund Policy.

*However, Sally cannot use her make up class as a replacement for the last Tuesday in June as that is the class she is regularly enrolled in."*

## Policy authorised by

Helen Cooper

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**Name**

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Owner

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**Position**

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Simply Ballet

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**Business name**

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**Signature**

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19/12/2023

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<sup>1</sup> The only exception to this is for DTYOT and PPID classes where a make-up class may be longer in length due to the differing level.

Date

14/06/2024

Review date