

Makeup Tokens

West Coast Gymnasts understands that our families have busy lives and may occasionally miss a class. We strive to ensure that its members are not unnecessarily out of pocket, but yet the organisation is still able to maintain the viability of our programs and ensure that its staff are paid for their time.

As tuition charges guarantee an athlete's position in a class, fees are charged whether a member attends or not. Our fees are not based on the number of times a student attends during a billing period/month, therefore we do not issue refunds. However, we understand that everyone gets sick or has a schedule conflict occasionally, so we offer this option for those times (for selected classes only).

The following rules apply for Makeup tokens:

- Makeup tokens are only valid for recreational programs (excluding Adults Classes and FreePlay). The following list includes, but is not limited to, the typical programs offered that allow for tokens.

Class Type	Token Available (subject to availability)
FreePlay	No
Kindergym	Yes
GymFun	Yes
GymSkills	Yes
GymStarz	Yes
Tumbling	Yes
AcroFun	Yes
Interclub	No
Squads	No
Development Groups	No
Adult Classes	No

- No makeups are available for squad members (including Development and Interclub groups) except in the instance where the Programs Manager or Operations Manager has given express permission to do so.
- A request for a makeup token must be made PRIOR to the member's active class starting.
- Our preferred method of communication for notifications of excused absences is via the Customer Portal. Parents can advise the club of their expected absence by using either the web-based Customer Portal, or the iClassPro app. They can request a "future absence" which will allow Makeup tokens to be approved, once the club's administration team have reviewed the request.
- Makeup classes are only available to actively registered members who do not have fees overdue by more than 7 days. No exceptions.
- Makeup classes must be the SAME class type as a member is already registered and active in. Eg: A makeup token cannot be requested for Kindergym if that member is active in a GymFun class.
- Makeup tokens cannot be used for the same day that a member is already registered for.
- Absences that have not been reported prior to the class being missed, will be ineligible for a makeup token to be issued.

- ① No makeup tokens will be created or approved retrospectively, unless in the instance that the club has failed to provide the token at the time of reporting the absence.
- ① Makeup lessons can only be offered if there is availability and space in the class. Makeup classes are **not guaranteed nor obligatory**.
- ① Tokens must be used prior to the expiry date as recorded on the iClass Portal. Tokens automatically expire 3 months after the issue date.
- ① It is the parent's responsibility to request a MAKEUP class via the Portal. Our administration team can assist a parent/guardian with using their Portal, however are unable to manually process a makeup session, unless in extreme circumstances where the account holder is experiencing technology issues with their Portal and the administration team has tried to assist, whether over the phone or in person.
- ① Makeup tokens must be used before a member's drop date – no tokens can be used once a member has ceased (become inactive) in their registered class.
- ① Students are not guaranteed to be with their normal coach.
- ① Makeup classes cannot be cancelled or transferred once booked unless approved by the Recreational Coordinator or Operations Manager. If a member misses their makeup class it is forfeited.
- ① Makeup classes cannot be exchanged or transferred and cannot be converted to credit on an account.