



## **Cancellations/Absences & Makeup Tokens/ Makeup Classes/Suspensions**

### **Cancellations**

You can cancel your enrolment at any time by logging into your Customer Portal either using a web browser or the iClassPro App.

Go to your Account / Student (select the student) / Enrollments / and select the **Drop Enrolment** button. You will be prompted to select a drop date (date of the last class you wish to attend).

Enrolment cancellation requests *must* be received at least **5 days prior** to your next monthly billing date, the first business day of each month, to ensure that you are not charged for future classes. If you wish to cancel your enrolment within a month that has already been charged, you will need to forfeit the payment for the classes that will not be attended. Refunds are not offered.

Once your enrolment cancellation request has been approved, you will receive confirmation via email of your/your child's last class. After this date, provided your account has been paid in full (including the notice period) all payment details will be completely removed from our system.

Should a singular class be cancelled by Brighton Recreational Centre, you will be issued with a class credit for the cost of the individual class. Class credits will be applied against your next billing instalment.

Should the Brighton Recreational Centre decide to remove a class that you have enrolled in from our timetable due to a lack of enrolments, fees will be refunded in full and paid via direct transfer.

### **Absences & Makeup Tokens**

If your child is unable to attend their regular class, customers will be entitled to 1 makeup class per month. To request a future absence, log into your Customer Portal using a web browser or the iClassPro App.

Go to your Account / Student (select the student) / and select **Future Absences**. You will be prompted to select a date for the absence and submit.

Absences submitted **at least 1 hour prior** to the class starting will be marked as excused, and a Make Up Token will be issued after the class.



Once the selected date has passed, you will receive an electronic “Makeup Token” which can be used to attend another class of the same level and age group, pending the availability of a space in a suitable class. Makeup Tokens have an expiry of 90 days.

### *Important Notice*

Makeup tokens are **not** available for our Bright Stars Silver, Gymstar, and Development Squad classes, as well as Free G and Tumble & Tramp sessions. This is due to the fact that if you miss a class, there is no similar session available on our schedule to join. As an alternative to makeup tokens, we have increased your allowable suspension period to six weeks per year, with a minimum duration of one week.

### **Makeup Classes**

Make up classes are booked by logging into your Customer Portal using a web browser or the iClassPro App.

Go to your Account / Student (select the student) / and select **Makeups**. Available Tokens are can be seen and selected to use your token for available classes. Dates will only be shown for the next 5 days as booking into the makeup class can only be made **within 5 days** of when the class is scheduled. A Makeup class must be utilised within 90 days of the date of the class for which the makeup lesson was claimed and the makeup token generated.

### **Suspensions**

Brighton Recreational Centre’s gymnastics classes run year-round except for a 4-week closure over the Christmas period. In addition, each student is entitled to use 4 weeks holiday suspension of their gymnastics enrolment each year, which must be used as a minimum 2-week block. A credit will be applied to each class suspended effectively voiding the charges for classes missed during your suspension period. Your child will not be able to attend class during the suspension period.

Brighton Recreational Centre requires a **minimum 10 days notice** prior to any suspension.

To apply for a suspension to your enrolment, log into your Customer Portal either using a web browser or the iClassPro App.

Go to your Account / Student (select the student) / Enrollments / and select the **Drop Enrolment** button. You will be prompted to select a drop date (date of the first class you will be missing) Make sure you select **Suspension Request** as your reason, and include the class dates you would like to apply for a suspension.

Once your enrolment suspension request has been approved, you will receive confirmation via email.