



Makeup Lesson Policy

Welcome to Catch the Wave Swim Club. We are thrilled to have you with us! To ensure a great experience for everyone, we kindly ask you to review our policies on rescheduling and makeup classes. Understanding these will help you make the most of your time with us.

Policy Details:

- **Cost:** Missed a group class? Reschedule for just \$5. Private lesson rescheduling is \$20. Want to avoid rescheduling costs? [Upgrade to an Annual Gold Membership](#) – it includes the perk of free rescheduling for missed classes, along with many other benefits!
- **Reporting Absences:** To be eligible for a makeup class, you need to report the absence before the class begins, and this must be done exclusively through the Parent Portal. If you report an absence after the class has started, or if you use other methods like in-person, front desk, email, or text messages, you won't qualify for a makeup class.
- **Active Enrollment Required / Non-transferable:** Makeup classes are offered exclusively to students who are actively enrolled in our program. These classes are not transferable and must be used by the student who originally missed the class.
- **No Makeup Expiration:** Makeup classes have no expiration date. If a student leaves our program and then rejoins at a later time, their previously unused makeup classes will still be valid and available to schedule.
- **CTW Closures:** If we must close due to reasons like bad weather, instructor absences, facility maintenance, or low attendance, you'll receive a free makeup class. Please note that these unforeseen closures do not qualify for monetary credits or refunds.
- **Makeup Class Availability:** We offer flexible makeup class scheduling! You can book up to 1 week in advance to find a time that works for you. While we can't guarantee your preferred or needed time slot, we'll do our best to accommodate.
- **No Rescheduling Makeup Classes:** Please be aware that makeup classes, once booked, cannot be rescheduled. If you accidentally book a makeup class, promptly email our office for assistance in canceling it. Be sure to contact us immediately upon booking it, as we're unable to modify bookings after 4 hours.



Frequently Asked Questions

1. Why do you charge for makeup classes?

We charge for makeup classes in order to manage our small class sizes effectively. Each class spot is important, and when someone misses a lesson, it limits opportunities for other students. The charge also covers the costs of having teachers ready for class and the administrative work needed to reschedule classes. Plus, it encourages regular attendance, which is key for your child to make the most of their swimming lessons.

2. Why is it necessary to maintain active enrollment in order to schedule makeup classes?

Due to the limited number of available classes, we have to prioritize families who are currently participating in our program when scheduling makeup sessions. This approach helps us offer the best scheduling choices to active members. The great news is that all makeup classes you're entitled to do not have an expiration date. So, if you need to pause your participation in the program, you can rest assured that all your eligible makeup classes will be available for you to schedule once you decide to come back.

3. What if my child is sick? Do you expect me to bring them to class?

We understand a common concern might be the implication of bringing a sick child to class to avoid the cost. We want to be clear: your child's health and the well-being of others are paramount. A monetary charge should never be a reason to worsen your child's condition or risk the health of other students. This policy is in place to manage the cost of offering the service, not to compromise health and safety.

4. What should I do if I can't find a makeup time for all my children to attend together?

If you have more than one child enrolled with us, it might not always be possible to schedule all their classes simultaneously. However, you could consider alternatives like scheduling their classes one after the other or on different days. We encourage you to frequently check for new openings through the Parent Portal and to reach out to our office team for help if needed.



5. What if I can't find an available makeup time that fits my schedule?

We understand that finding a suitable makeup class time can be challenging. If you're having trouble, please contact our office. We'll do our best to find a solution that works for you. If your schedule is very tight, remember that your makeup classes don't expire and you can use them at a later, more convenient time

6. Why is it required to report absences through the Parent Portal instead of by phone or in-person?

We've established the Parent Portal as the primary method for reporting absences to ensure efficiency and reliability. By using the Portal, not only can you easily secure makeup classes, but you also have access to other valuable features to improve your overall experience. This process also enables our reception team to focus more effectively on supporting lessons, pool activities, and other account needs. Moreover, using the parent portal guarantees your makeup class is recorded even when a receptionist might not be immediately available.

7. What if my child refuses to participate or has a bad experience during one of the lessons?

Then you may be covered under our "Splash Back Guarantee" where you are eligible to receive a free makeup class in the event an attended class doesn't go well. We are dedicated to ensuring every lesson is productive and worthwhile. If anytime you find that's not the case let us know and we will make it right.

8. Why do I need to report an absence before the class starts?

Reporting an absence early is crucial because it allows us to potentially utilize your class spot. When you let us know in advance that you'll be absent, we can offer your place to another student. If absences are reported after the class, we are unable to offer the spots for others who might need them.



9. What should I do if the Parent Portal is not working when I need to submit an absence?

If you encounter issues with the Parent Portal, simply send an email to our office explaining that you're unable to submit an absence through the Parent Portal. One of our team members will record your absence manually and then contact you to help resolve the technical issue for future use.

10. Why cant makeup classes be rescheduled once booked?

Our makeup class policy is designed for fair access. Booking a makeup class fills a slot that could serve another family or new customer. To ensure availability for all, please book makeup classes only on days you're sure to attend, and note that these can only be booked up to 7 days in advance. This helps us manage limited spaces effectively and reduces cancellations due to unforeseen circumstances.

11. Why am I unable to get a refund or credit if you cancel classes?

We understand that cancellations can be inconvenient. Unfortunately, situations like bad weather, unexpected facility issues, or unforeseen instructor absences are often beyond our control. This makes it difficult to offer refunds or credits in these cases. However, we are committed to ensuring you get the full value of your enrollment. If we had to cancel one of your classes, and you're having trouble finding a suitable makeup class time - let us know! We'll work with you until we find a solution.

12. Any questions we missed?

If you have any other questions or concerns about our policy that we haven't covered, please feel free to ask. We're here to provide you with all the information and clarity you need!