



## **FAQS - Makeups**

We understand that things come up and you may miss a class every now and then, through illness, specialist appointments, school camps etc. That's why we offer makeup tokens - see our Frequently Asked Questions below for further information.

### **Who is eligible for a makeup token?**

Members with a current active enrolment within our KinderGym, Gym For All, FreeG Ninja and GymStar programs are eligible to receive a makeup token when advising of an expected future absence prior to their class.

In some specialist classes we do not have the ability to offer makeup sessions as they do not have a duplicate class in the schedule - this includes GymSkills and Trampolining. No refunds will be issued for classes that are missed in these programs.

### **How do I notify the Customer Service Team of my child's expected future absence?**

Simply notify us of your child's expected future absence prior to their class (with as much notice as possible) via the [Customer Portal](#), or let our Customer Service Team know via phone on 5999 8200 or email [info@peninsulagymnastics.com.au](mailto:info@peninsulagymnastics.com.au). Your child will then be issued a virtual makeup token.

### **How do I book a makeup class?**

Booking a makeup class is easy! You can see what is available and book through the [Customer Portal](#). Simply [click here](#) for a step-by-step guide on how to book a makeup via the Customer Portal. Alternatively, you can contact our Customer Service Team on 5999 8200 or [info@peninsulagymnastics.com.au](mailto:info@peninsulagymnastics.com.au) who will be happy to assist you in booking a makeup where there's availability.

### **Which class can I book into?**

To optimise the movement experience for participants by ensuring they are familiar with the content and structure of the class, makeups are to be booked within the duplicate age group and program of a student's current enrolment.

### **Do I have to use my makeup token straight away?**

Makeups tokens have an expiry date of 90 days from date of issue, giving you plenty of opportunity to book a makeup class. Available makeup tokens become void if the student no longer has an active enrolment.



**Can I use a makeup token instead of paying for tuition?**

No - makeup classes are offered where there is availability within your child's program due to an expected future absence of another student. No refunds will be issued for classes that are missed, nor for makeup tokens which have expired.

**I've cancelled my enrolment - can I still use my makeup token?**

No - available makeup tokens become void if the student no longer has an active enrolment.

**I can't find a class that is available for a makeup?**

Make up availability relies on other members notifying us that they will be absent from their scheduled class. If you are unable to find a makeup class, this is because we are expecting everyone to attend their classes on that day. We will not over book a class with makeups as this would compromise the quality of our service and our ratios for that class.

We recommend checking makeup availability the day prior or on the same day you wish to attend, as for the majority of expected absences we are notified on the same day that the student is enrolled, particularly if the reason is due to sickness. In some instances you will be able to book up to 2 weeks in advance, if participants have notified us of scheduled holidays etc.

**It's important to understand that your fortnightly tuition pays for your place in that particular class, regardless of attendance. i.e. if you are enrolled on a Wednesday at 3:50-4:45pm your fortnightly tuition fees cover 2 lessons (1 each week) on a Wednesday at 3:50-4:45pm. Our costs do not change if you do not attend. We appreciate that there may be occasions you are unable to attend, and so makeup classes are offered (where there's availability) as a benefit to our families to ensure you can make the most of your membership. Makeup tokens do not have a monetary value, and cannot be exchanged for credit, transferred to other students, or used once an enrolment ends.**