

Make Up Lesson Information

Cancelled Group Lessons

- When a group lesson is cancelled by us for reasons such as inclement weather, or coach absence, you will receive a make up lesson credit through your online account
- This credit can be used to book in for an equivalent weekly class, or at one of the Sunday make up lesson's days during that term
- The credit will expire at the end of the current term, unless the cancellation was in week 10 of the term, in which case it will have a 3-month expiry

Cancelled Private Lessons

- When a private lesson is cancelled by us for reasons such as inclement weather, or coach absence, every effort will be made to arrange a make up lesson before the start of the following term. If this is not possible, a credit will be applied to your account for the following term.

Player Unable to Attend a Lesson

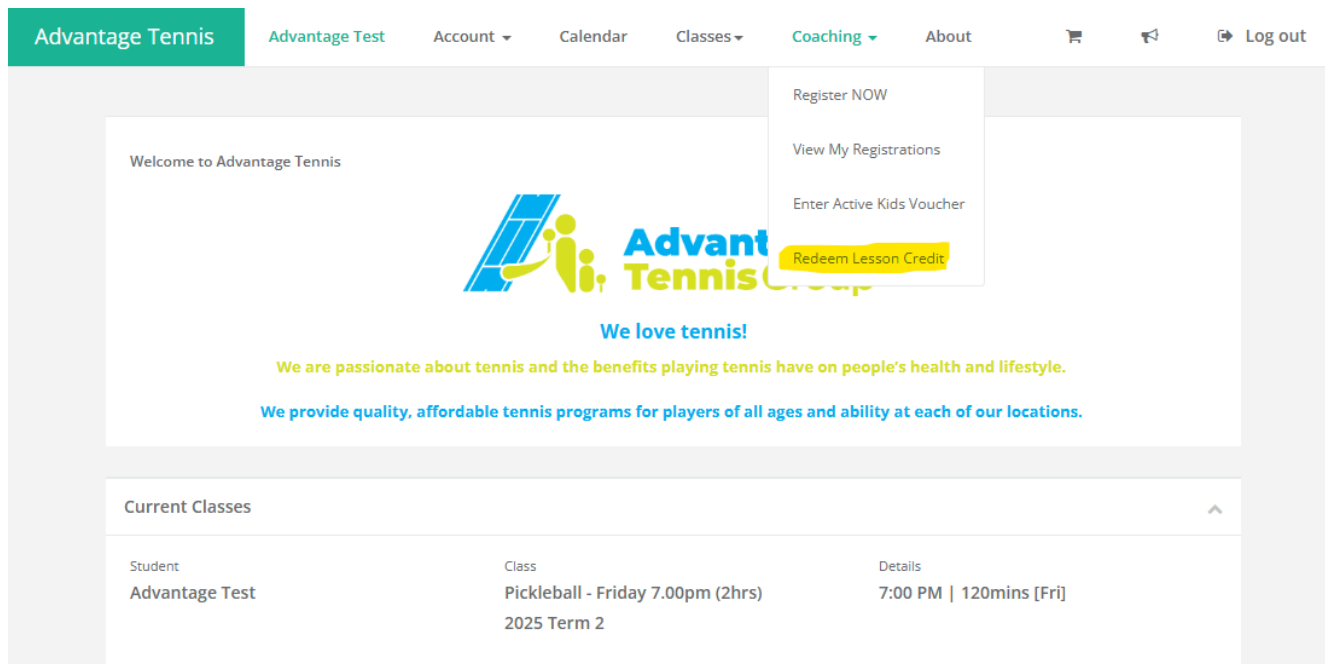
- If you are unable to attend your regular lesson (group or private lesson), you will have the opportunity to notify us of your absence through our online portal and customer app (coming soon)
- If you have provided at least 10 hours' notice you will automatically be issued with a make up lesson credit, allowing you to book in for an equivalent group lesson where there is availability.
 - o The make up lesson credit can only be used between week 3 and week 10 of the term, it will not be carried over to the following term and it cannot be used for a lesson on the designated make up lesson day
 - o We cannot guarantee availability for a make up lesson when you are absent
- We do not offer private make up lessons when you are absent

Redeeming Make Up Lesson Credits

- The quickest and easiest way to redeem make up lesson credits is online through our [customer portal](#) (Under Coaching > Redeem Lesson Credit) or through our customer app (coming soon)

How to Book a Make Up Lesson

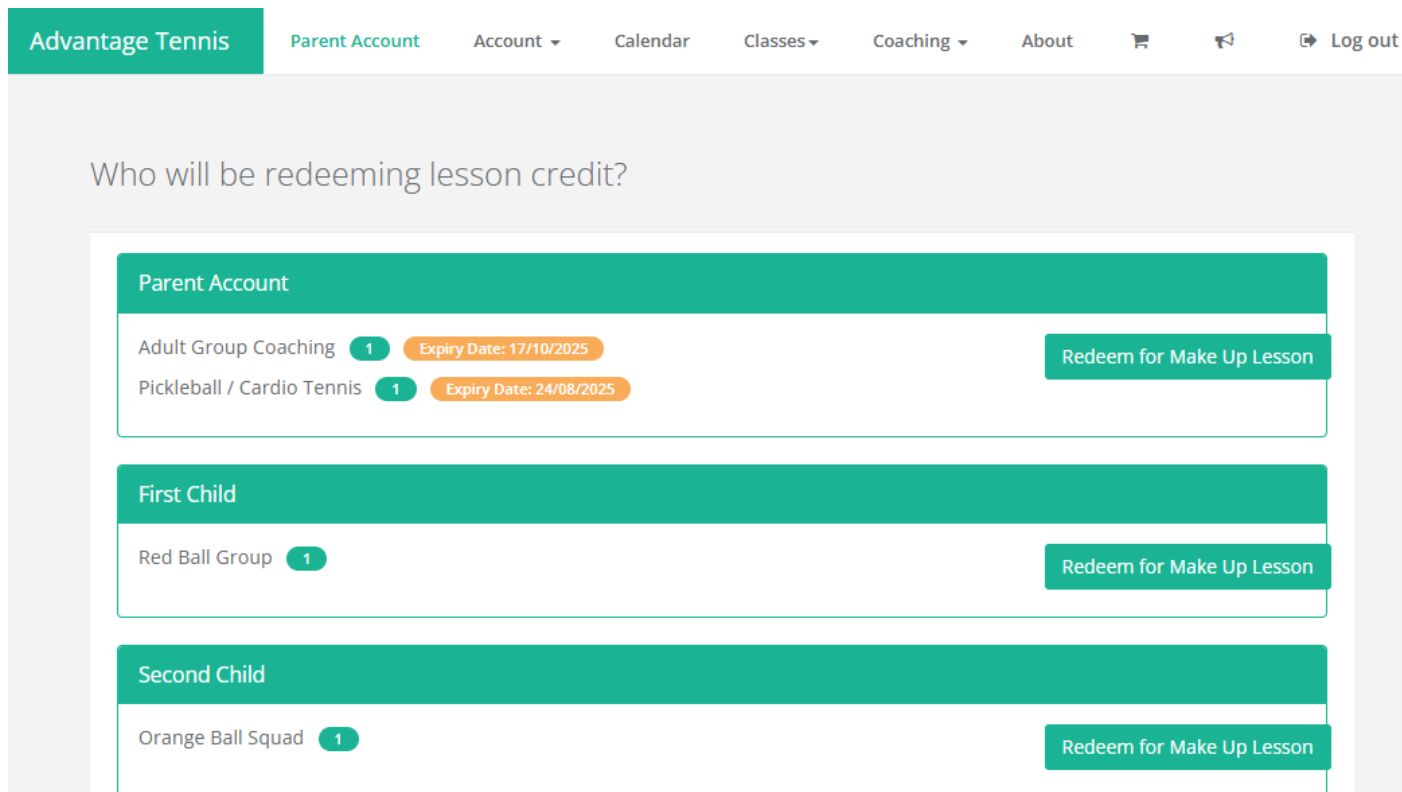
1. Choose Redeem Lesson Credit from the menu



The screenshot shows the Advantage Tennis website. The top navigation bar includes links for Advantage Tennis, Advantage Test, Account, Calendar, Classes, Coaching, and About. A dropdown menu is open under the 'Coaching' link, showing options: Register NOW, View My Registrations, Enter Active Kids Voucher, and Redeem Lesson Credit (highlighted in yellow). The main content area features a welcome message, the Advantage Tennis logo, and a 'Current Classes' section with a table listing classes.

Student	Class	Details
Advantage Test	Pickleball - Friday 7.00pm (2hrs) 2025 Term 2	7:00 PM 120mins [Fri]

2. Each family member in the account will be displayed, along with any available credits they have, and the expiry date. Click Redeem for Make Up Lesson to find a session.



The screenshot shows the 'Who will be redeeming lesson credit?' page. It displays credits for three family members: Parent Account, First Child, and Second Child. Each section lists available credits with their expiry dates and a 'Redeem for Make Up Lesson' button.

Family Member	Credit	Expiry Date	Action
Parent Account	Adult Group Coaching	17/10/2025	Redeem for Make Up Lesson
	Pickleball / Cardio Tennis	24/08/2025	
First Child	Red Ball Group	1	Redeem for Make Up Lesson
Second Child	Orange Ball Squad	1	Redeem for Make Up Lesson

- Choose your preferred venue from the drop down and filter through the upcoming dates to find availability

Advantage Tennis
Advantage Test
Account
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Classes
Coaching
About
Log out

Redeem Lesson Credit

West's Tennis Centre

31/07/2025 Thursday - 06/08/2025 Wednesday

2025-07-31

Previous 7 days
Next 7 days

Orange Stage Group Lesson - Fri 5.00pm

Fri, 1 Aug 5pm
60 mins
1 spot remaining
Orange Ball Group

Lachlan Cosgrove
Court 9
Age 9 ~ 11

Redeem →

Orange Stage Group Lesson - Fri 5.00pm

Fri, 1 Aug 5pm
60 mins
2 spot remaining
Orange Ball Group

Paul Monteforte
Court 7
Age 9 ~ 11

Redeem →

Green Stage Squad - Fri 6.00pm

Fri, 1 Aug 6pm
90 mins
1 spot remaining
Orange Ball Group

Archie Berthon
Court 4, Court 5, Court 6, Court 7
Age 12 ~ 14

Redeem →

- After clicking redeem, confirm you booking by clicking submit

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Enrolling

Advantage Test

in

Orange Stage Group Lesson - Fri 5.00pm

Please confirm your details

Lesson Credit	Orange Ball Group
Class Name	Orange Stage Group Lesson - Fri 5.00pm
Session Date	Fri 01/08/2025
Session Time	5pm to 6pm
Enrollment Type	Make-Up
Medical Condition	☐ Tick this box if you have known medical condition(s)

Submit
Cancel

How to Notify us of an Absence

1. From the Menu, choose Classes > All
2. From the list of classes, choose the relevant lesson by clicking 'View'

Parent Account Account ▾ Calendar Classes ▾ Coaching ▾ About

All Classes

Search:

Student	Class	Date range	Session Start	Session End	Description	
First Child	Blue Stage Group Lesson - Sat 8.30am	2025 Term 3	26/07/2025	27/09/2025	8:30 AM 30mins [Sat]	View
First Child	Blue Stage Group Lesson - Sat 8.00am	2025 Term 3	26/07/2025	27/09/2025	8:00 AM 30mins [Sat]	View
Parent Account	Macarthur Open Day	Finished	2024 Summer Holidays	27/01/2024	27/01/2024	10:00 AM 180mins [Sat] View
Parent Account	Pickleball - Monday 6.30pm (2hrs)	Finished	2025 Term 2	28/04/2025	14/07/2025	6:30 PM 120mins [Mon] View
Parent Account	Pickleball - Friday 7.00pm (2hrs)	Finished	2025 Term 2	02/05/2025	18/07/2025	7:00 PM 120mins [Fri] View
First Child	Blue Stage Group Lesson - Sat 8.30am	Finished	2025 Term 2	03/05/2025	05/07/2025	8:30 AM 30mins [Sat] View
First Child	Blue Stage Group Lesson - Sat 8.00am	Finished	2025 Term 2	03/05/2025	05/07/2025	8:00 AM 30mins [Sat] View

3. From the list of remaining lessons in the term, choose the lesson you can not attend and click Cancel Session

Parent Account Account ▾ Calendar Classes ▾ Coaching ▾ About

[Back](#)

Blue Stage Group Lesson - Sat 8.30am - First Child

Date:	Time:	Duration:	Resource:	Coach:	Attendance Status:
26/07/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Attended
02/08/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
09/08/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
16/08/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
23/08/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
30/08/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
06/09/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
13/09/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
20/09/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session
27/09/2025	8:30am to 9am	30 minutes	Court 8	Archie Berthon	Cancel Session

Showing 1 to 10 of 10 entries

4. After entering the cancellation reason, a make up lesson credit will be added to your account if the required notice has been given.