

# Squad Make-Up Policy & Procedure

Effective: July 1st, 2026

Make-up tokens are offered as a courtesy to support our swimmers' ongoing development and are **managed exclusively via your Customer Portal**. While we strive to offer a flexible solution for times when you cannot attend your session, tokens are subject to class availability, our make-up policy, and are provided at our sole discretion. Make-up tokens do not form part of your fees or enrolment entitlement

## 1. Notification of Future Absence

- **Customer Portal Only:** To qualify for a make-up token, prior notification of your students absence must be submitted through your customer portal.
- **Notice Period:** Absences must be reported at least **4 hours** before the class start time and can be submitted up to **10 days** in advance.
- **Please Note** - Submitting future absences is strictly for the purposes of receiving make-up tokens. For all other changes to your child's enrolment, please contact us by the 24th of the month prior to the next direct debit.

Follow these steps to **Create a Future Absence** 

- Login into your **customer portal**
- **Accounts** Tab
- Select the **Student**
- Click **Future Absences**
- Select **By Enrollment** (How do you want to create a future absence?)
- **Use the calendar** to select the date of the class you will miss
- **Submit absence**
- You will then see details of the Future absence created for you swimmer

**[VIDEO WALKTHROUGH LINK – CLICK TO WATCH](#)**

## 2. Make-Up Tokens

- **Token Creation:** A make-up token will be added to the student's account **only AFTER the missed class has taken place**. For this reason, make-ups cannot be attended in advance.
- **Token Validity:** Tokens expire **60 days** after the missed class.



### 3. Using Make-up Tokens

- **Customer Portal Only:** Make-up classes must be scheduled through your customer portal by applying an available token to an available class.
- **Class Availability:** Redeeming tokens is subject to class availability. Unfortunately, we cannot guarantee the availability of classes when redeeming a make-up token.
- **Non-Reversible:** Once a make-up token has been redeemed, it cannot be reversed or undone

#### Follow these steps to Use a Make-up Token

- Login into your **customer portal**
- **Accounts** Tab
- Select the **student**
- Click **Make-ups**
- Here you will see **Available Make-up Tokens**
- Click **Use Make-up Token**
- **Use the calendar** to search for available makeup positions
- To book the makeup class click **Use Token**
- Details of the booking will be shown under **Pending Makeup Tokens**
- **Attend your booked make-up session**

**[VIDEO WALKTHROUGH LINK – CLICK TO WATCH](#)**

#### General Terms and Conditions

- **Discretion:** Make-up tokens are offered as a courtesy to support our swimmers' ongoing development, do not form part of your fees or enrolment entitlement, and are provided at our sole discretion.
- **Non-Transferability:** Make-up tokens cannot be transferred to other students.
- **No Cash/Credit Conversions:** Make-up tokens cannot be converted to credit or redeemed for cash.
- **Active Enrolments:** Makeup tokens are only available to students with an active enrolment.
- **Technical Issues:** We are not responsible for any technical issues or limitations with the Customer Portal that may affect token redemption.
- **No Adjustments:** No credits, extensions, or additional tokens will be issued for issues arising from the make-up procedure or system errors.

