

Kia ora Easyswim adapted lesson customers,

There are some upcoming changes to charges and credits for missed adapted lessons.

From September 1<sup>st</sup>, 2022, Easyswim will no longer be able to credit customers for missed lessons due to holidays or other commitments and will instead be issuing make-up tokens for these absences. We understand that some of our adapted swimmers have complex needs and an alternative lesson is not always a viable option. For this reason, lessons which are cancelled by Easyswim, or which are missed due to sickness will still be credited.

A make-up token is designed to give you an opportunity to reschedule a lesson that you can't make. It is a coupon for a one-off lesson at a different time/day/location to your usual one. With more than 140 private lesson slots in our current timetable, we will have a selection of times to choose from to make up your missed class either with your usual teacher, or with another one of our awesome private lesson teachers. Notes about your child's learning needs, swimming progress and goals are stored on iClassPro so that any teacher can pick up where you left off in your last lesson.

At Easyswim we pride ourselves on our standard of teaching. If you are not happy with the standard of any lesson, we will do another at no cost.

If you have any questions about the upcoming change, please do not hesitate to contact us by email at [book@easyswim.co.nz](mailto:book@easyswim.co.nz) or by phone at 04 234 7946.

Below is some more information about excused absences and make-up tokens.

#### **How do I get make-up token?**

By letting us know via the app, email, call or phone message that you will be absent from your lesson 48 hours prior to the start of the class, or ASAP if your child is sick.

Do I need to put a reason? Only if it's inside 48 hours and your child is sick, so that we can manually approve the absence for a credit.

Why do I need to give 48 hours' notice? To allow someone else to use your spot for a make-up.

#### **How do I use a make-up token?**

On the app: select 'use token' and choose the alternative day/time that you would like to attend.

Call or email us: and we can help to find and book an extra class.

In the holidays: Make a booking for holiday program privates on iClassPro with a note that you would like to use make-up tokens to cover the lessons.

At the pool: Talk to your regular teacher or poolside supervisor about options to make up a recent or upcoming missed lesson.

#### **How long is a makeup token valid for? Do they disappear if we take a break from lessons?**

They are valid for one year from the issue date and will remain on your account regardless of whether or not you have an active booking.

Can I cancel my booking and just use tokens? No, tokens must be used alongside a regular booking, with the exception of booking into a holiday program.

#### **Can make-up tokens be credited towards my bill?**

No, there is no monetary value attached to make-up tokens. They can only be used to make up a missed lesson at an alternative time.

#### **How far in advance can I book a make-up lesson?**

Up to 5 days in advance, unless the lesson is part of the holiday program.

Warm regards,  
The Easyswim Team