



MISSED CLASSES

If a student is absent for any reason at any time, they may take a make-up lesson in any class of the same duration appropriate for their age and ability. Where this is not available, a similar class may be offered (eg a Rising Star student who is only available on a Saturday may take a Twinkle Tots or a Super Stars class as a make-up lesson). We ask that you complete make-up classes in the same term as the absence has occurred (where possible). You cannot do a make-up class in a class that is full unless the teacher approves this. Please ask at the office if uncertain about the availability of places in a class for a make-up lesson.

EXTENDED ABSENCE DUE TO FAMILY CIRCUMSTANCE

Occasionally I receive a request for an amended invoice due to a long overseas trip or extreme family circumstances. I will consider requests for amended invoices for leave of 4 weeks or more only. The process for this is that you should write an email to me cathy-lea@cathy-lea.com requesting an amended invoice considering leave of 4 weeks or more. Please state the reason for your anticipated absence and the dates you will be absent. Amended invoices will be calculated at the standard rate.

EXTENDED ABSENCE DUE TO INJURY

Please get a doctor's certificate as soon as possible, submit this to the office and keep a record of the classes missed. If it is 4 weeks or more, you can apply to Cathy for a credit for the next term. This will be calculated at the same rate that you paid your term's fees.

STUDNETS ON ELITE PACKAGES

Students on Elite packages have heavily discounted rates so are ineligible for any further discounts or concessions. Elite students are attend all elite classes and sit out when they are unable to participate. Although they can do a make-up class in their exam or 'add on' classes, they are not 'entitled' to extended make-up hours if they miss an elite session, as they receive lots of 'free' teacher time at performances and events.

NOTE ON FEES

As per our policies and procedures, missed classes are not refundable or transferable.

(See also "fees" and "policies and procedures" documents.)

We no longer have a casual class rate.

The Early Bird Rate ONLY applies to fees paid in full by the end of the first week of term.

Any fees not paid in full by the end of week 1 will be due at the Standard Rate.

This will also apply to fees paid by instalments via Ezidebit if payments default twice, as we have had many defaulted payments and there has been significant administration involved in organising this.

If you have any questions about this, please email us at office@cathy-lea.com