

Absence Policy

The
Brain
space™



Please use the Customer Portal to advise us of an expected absence.
This can be done by clicking on **MY ACCOUNT > FUTURE ABSENCE**

The \$25 daily fee for The Brain Space is not refundable or transferable for absences.

However, if you have booked a **swimming lesson** or a 30 minute **private tuition** you will receive a make-up token to use for an equivalent lesson at another time. If absences are not recorded into the online portal prior to the absence, then that lesson will be void and no make-up lessons will be issued.

Make-up Lessons can be booked up to 7 days in advance and are valid for 365 days.

Please note that whilst we will do our best to accommodate make-up lessons, our class sizes are limited and lessons that cannot be made up during the 365 day period will be void.

Cancellations due to medical issues will be addressed individually.