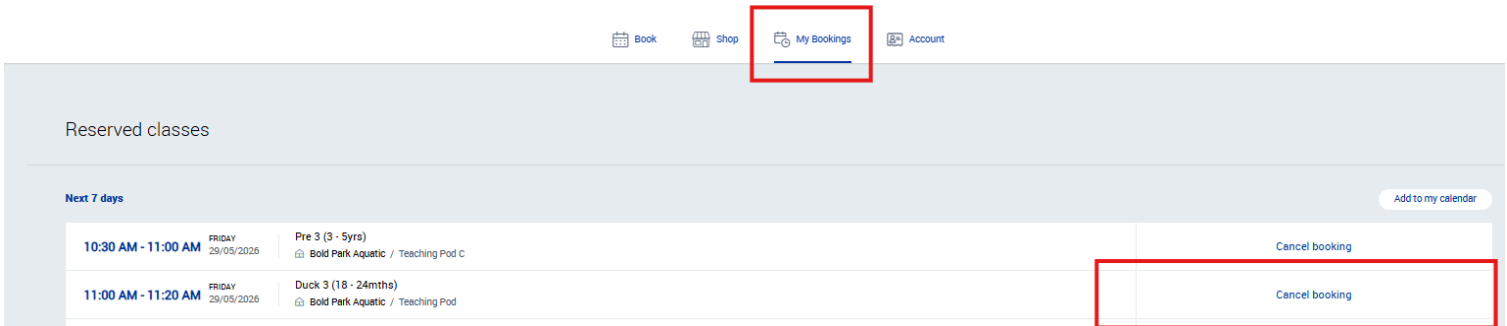


This guide explains how to cancel a class to issue a makeup, view your current makeup classes and their expiry dates, and rebook lessons using the at-home portal.

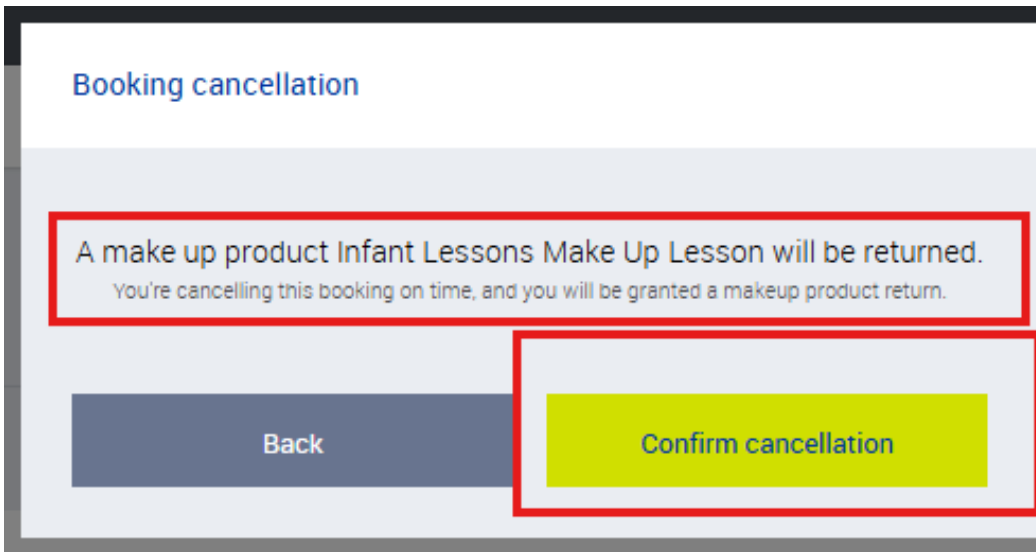
1. CANCELLING CLASSES (RECEIVING A MAKEUP)

This is how you generate makeup lessons onto your child's account.

My bookings → Cancel booking → Confirm cancellation



The below Box will then pop-up, please click confirm cancellation to confirm the cancellation and receive the makeup:

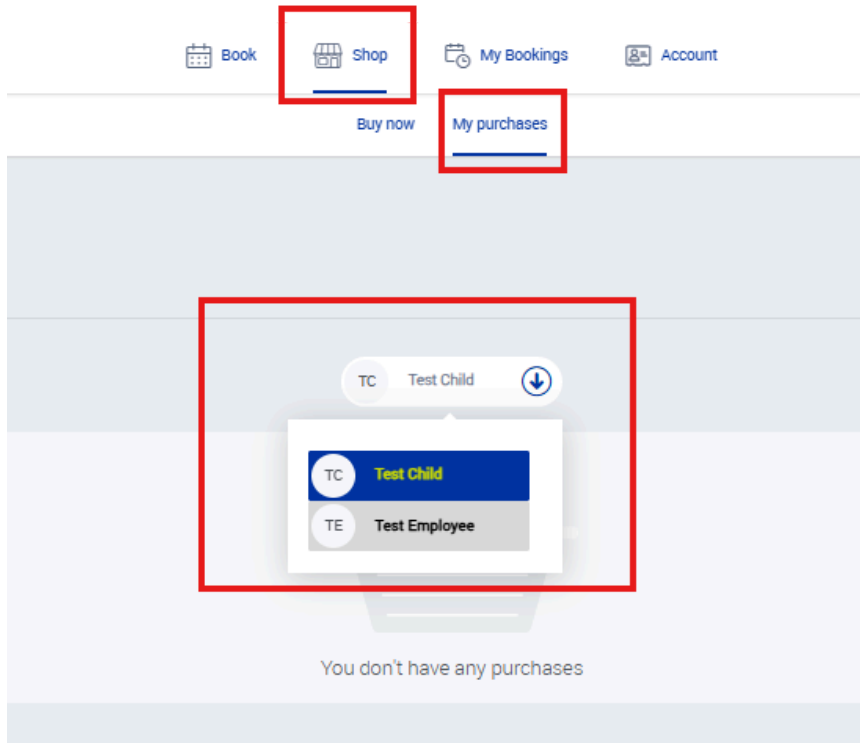


Please see the next page for how to view active makeup lessons.

2. REVIEW HOW MANY MAKEUPS YOU HAVE LEFT

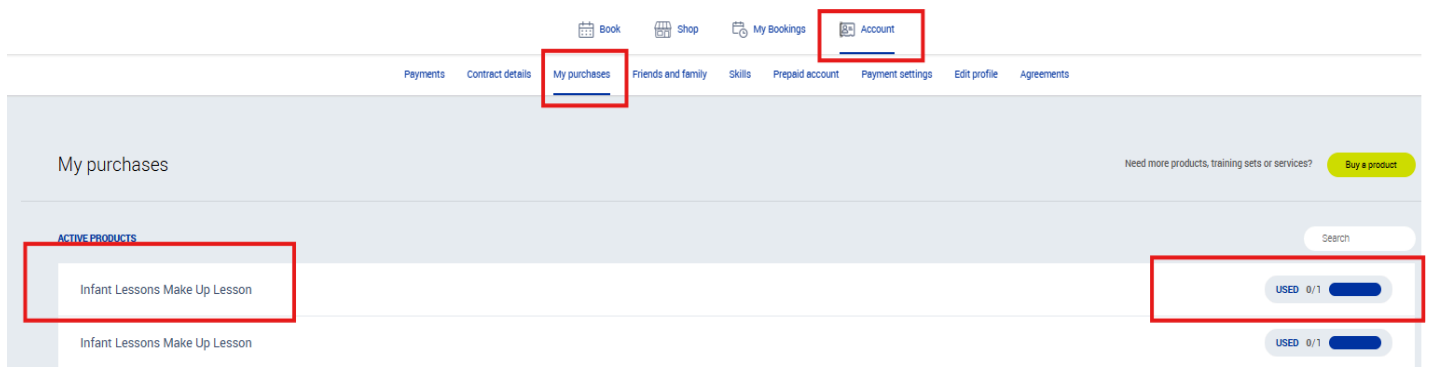
When you have a makeup lesson it will appear under 'Shop' → 'My Purchases' → Change the central button to your child(s) name rather than you

If you don't change the purchases to your child you will not see anything (unless you have purchased your own multipass at the centre or are an adult completing swimming classes).

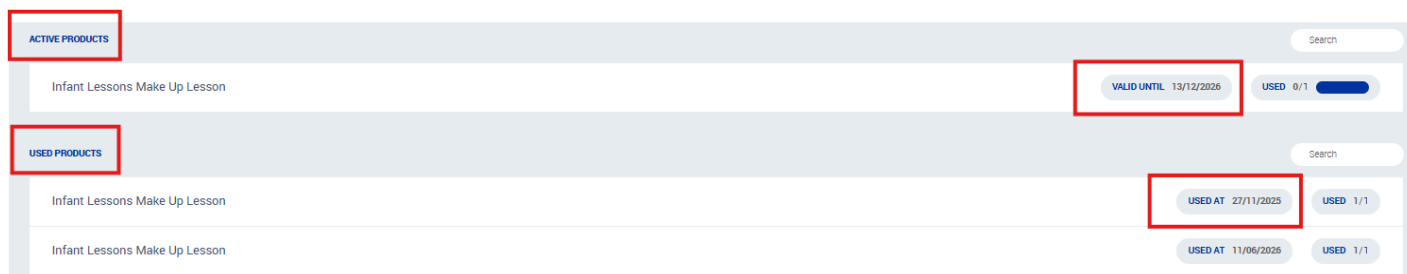


Once you are on your child's account you can then review your active products. Makeups will have a 6 months from the date of issue until expiry. The expiry date will be visible.

Please also remember that make-ups must be done before the commencement of the class. Make-ups cannot be issued after the



You can view **active** and **used** make-ups in this section and their relevant use or expiry dates.



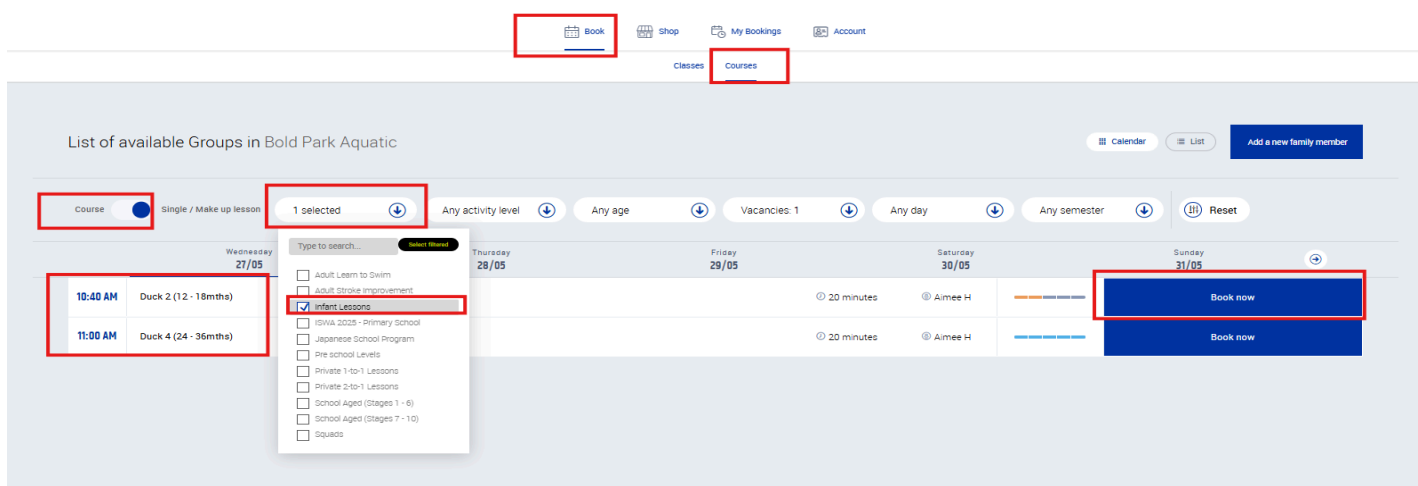
3. USING A MAKEUP LESSON

Book → Courses → Slide the far left icon to 'Single Classes' (See image below)
Filter to the class type you are looking for

To see more days just hit the right arrow to scroll along. **You can only book 2 weeks in advance.**

Makeup lessons can be used in a holiday block, provided that the makeup lesson does not expire before the class you wish to attend.

Click BOOK NOW to confirm the class that you want to use that makeup for.



REVIEW BOOKING

To ensure that the system has picked everything up and all is working well, please double check your bookings under 'My Bookings' to ensure that the makeup lesson has formed part of the schedule and the class you cannot make has been removed.

DON'T WANT A MAKEUP LESSON?

Please email or call the centre at least 1 hour before the commencement of your class to have a family pass issued instead. No family passes will be issued after the commencement of a class.

Family passes will have a 3-month expiry.