

Policy Update: Make-Up Sessions & Pausing Lessons

Reviewed and Active from November 2025

1. Make-Up Sessions

Effective immediately, we will no longer be offering make-up sessions for missed lessons.

During our trial period, make-up sessions created ongoing operational issues, including:

- Parents booking make-up sessions, not attending, and requesting further rebookings.
- Parents arriving at sessions they were not scheduled for and advising teachers they had permission to attend.
- Errors within Swimphony accounts, which have taken significant time to resolve.

To ensure our lessons run smoothly, safely, and fairly for all swimmers, we are removing the option of make-up sessions entirely.

Thank you for your understanding.

2. Pausing Lessons

We have received a high number of requests to pause lessons over the winter months. To manage class numbers effectively, the following policy now applies:

- **“Paused Lessons”** are for periods over 4 weeks, **so 5 weeks or longer**.
- We cannot schedule a **leave and a rejoin at the same time**, Swimphony allows us to book 4 weeks in advance.
- If we schedule a leave, **the system may assign somebody to your space**, so we cannot guarantee it will be there on your rebooking.
- If you wish to pause your child’s lessons, they will need to be **removed from the course completely**.
- When you are ready to return, please email us **one month before** your preferred return date.
- We will always try to offer your previous class, however **we cannot hold spaces and cannot guarantee the same day, time, or instructor** will be available upon your return.
- If you decide to pause, **any existing credit** will remain on your account.

Running classes with empty spaces has a significant impact on our programme, so we must keep all places active and appropriately filled.