

Q & A – MAKE UP LESSONS

Q: What do I do if I can't attend my class?

A: You must contact your coach as soon as possible via text – coach contact numbers can be found on the MTC website under “Coaching Policy” or on the front window of the club house. We have also provided them all on the next page for reference.

Make Ups for Hot Shots / Group Lessons & Squads

Q: Do I receive a make up if I can't attend a class?

A: No. There are no make-ups for Hot Shots, Groups or Squads for any reason that you can not attend & the class is still conducted.

Q: Do I receive a make up if my class is cancelled e.g. Wet weather?

A: Yes. You will receive a make up class for inclement weather or coach cancellations.

Q: How do I organize my make up?

A: In the event that a make up session is owed due to inclement weather, your coach will allocate a specific day & time to reschedule the class for a make up.

Q: What happens if I can't attend the day/time my coach has allocated for the make up class?

A: The make up will be forfeited.

Q: Can I get a credit/refund if I can't attend the make up?

A: No, we do not provide credits or refunds in replacement of make up lessons.

Make Ups for Private Lessons

Q: Do I receive a make up if I cancel on the day of my class?

A: No, cancelling on the day of the class is classified as a late cancellation & therefore a make up is not provided.

Q: Do I receive a make up if I cancel my lesson the day before my class?

A: Yes.

Q: How do I organize my make up?

A: You need to speak directly to your coach about your make up & your coach will provide 2 times for you to choose from to have your make up class. ***It is the responsibility of the client to ask the coach for available make up times.***

Q: What happens if both of the times my coach provides for a make up I cant do?

A: The make up will be forfeited.

Q: When do I need to complete my make up by?

A: You must arrange to complete the make up within the term it is owed from. Make ups cannot carry over into school holidays or the next term.

Q: Can I get a credit/refund if I can't attend the make up?

A: No, we do not provide credits or refunds in replacement of make up lessons.

