



Policies

BK's BAYSIDE

All our classes run perpetually throughout the year. We will close every year from Christmas week, through New year's, resuming classes in January. There will be no charges at this time.

•**Trial bookings:** All students new to BK's Bayside are eligible for a free trial in their chosen class. To ensure availability at a suitable time, and to not exceed legal class size, it is advised to call and book your trial a minimum of 24 hours before. This policy is valid for new families only, per child. You are not entitled to a trial class if you have previously trialed or have attended classes at the centre within the last 2 years.

•**Bookings:** Are not secured until payment form is supplied, **completed** and payment is confirmed "received" by our administrator. Due to the perpetual nature of our classes, if the payment form is not turned in prior to the listed date, you may incur a past due balance which will need to be paid upon submission of your payment form. Bookings will not be held awaiting payment except in the instance of payment via direct transfer, where bookings will be held for 48 hours only if we are advised of the direct transfer in advance.

• Fees not received by end of your child's third week are considered late and will incur an additional late fee of 10% to cover administration fee's in following up on past due amounts.

•**Arrival Policy:** On arrival always check in at the front desk so our administrator can check you in.

•**Uniform Policy:** Please make sure you child has removed his or her shoes **and socks** before stepping onto the purple and grey floors. Long hair must be tied back for safety reasons. Make sure you wear appropriate and comfortable clothing. Do not wear: Jeans, skirts, dresses, baggy pants, footed stockings. Please remove all jewellery before class as this is a safety requirement.

•**Suspension Policy:** Suspensions are suited for family's that won't attend class

for two weeks in a row or more. Any ongoing booking can be suspended up to 6 weeks per year from January-December. A notice no less than 10 working days before suspension is required. Our administrator will file **completed** suspension request forms submitted by email or in person and will automatically set up your booking suspension and payments. This process allows us to guarantee the student's space in the class is not filled. The suspension request form is attached to this trial package and is available on our website and at our front desk.

•**Missed class Policy:** In case of a missed class you are entitled to a makeup class. This class must be done within a month of the missed class

•**Casual bookings:** Used in circumstances where the parent wants to be sure their child will continue the class and does not want to pay the annual membership until they are sure or if you are unable to attend weekly. Casual bookings must be booked and paid one week in advance. You may be turned away should you arrive for class without having made a valid booking.

* Bookings cannot be made on behalf of a friend (ie. listing the friend's child under your own family); bookings must be made with the parent or legal guardian's full details available and paid for upfront.

*Casual bookings will be required to pay prior to child entering the class or turned away if the class is at full capacity. It is within our safe practice guidelines to not increase the class to coach ratio beyond our maximum student capacity.

Cancellation: Cancellations require a notice no less than 10 working days in advance. This is because of the perpetual nature of our direct debit system. You have an ongoing booking, this requires a cancellation.