

## TERM PROGRAMS

### Missed Lesson Policy

North Shore Coaching College has set weeks in the calendar to ensure the effectiveness of the delivery of our structured study programs and instill discipline in the children's study routines. Remember that North Shore week begins on a Saturday and ends on a Friday so the make-up class must be attended in the same week as the normal class.

If you miss classes during term due to illness or emergency, you may make up a maximum of two classes per term by attending other classes, subject to availability.

- Each student is allowed a maximum of two (2) make-up classes per term. Parents should email [bellavista@northshorecoaching.net](mailto:bellavista@northshorecoaching.net) and confirm the preferred make up class by indicating the order of preference. We will make every effort to meet the request, but please note there is no guarantee students will receive the requested date/time as we need to adhere to the teacher to student ratio per class.

Preference 1-4	1 for most preferred 4 for least preferred
	Thursday PM
	Friday PM
	Saturday AM
	Saturday PM

- Once we receive this information, we will check the availability for make-up classes and contact you via email with more information. We will make every effort to meet your request, but please note there is no guarantee that students will receive the requested date/time as we need to adhere to the teacher to student ratio per class. In all cases, make-up classes are offered subject to availability only, so it may not always be possible to offer you a make-up class that suits your timetable. Should there be no availability, Homework Help is available on Wednesday evening or Sunday mornings. Please see the Homework Guide for more details.

### MISSED LESSON - WITHOUT NOTIFICATION

The full lesson fee is payable. Make up classes will not be offered.

### MISSED LESSON - EXTENDED ABSENCE (more than 3 weeks)

To retain a place during an extended absence, notification must be given and make up lessons are offered in line with the make-up class policy above. The alternative is to completely cancel and re-book on return, however North Shore Coaching Bella Vista cannot guarantee the original position or time will still be available.

### Withdrawal Policy

Families are required to provide North Shore Coaching Bella Vista centre with at least four (4) weeks' notice in writing if parents wish to change or cease attendance in the Centre. Email us at [bellavista@northshorecoaching.net](mailto:bellavista@northshorecoaching.net) with the following details - student's name, normal class day and time, date when leaving and reason for leaving. Fees remain payable even if the child does not attend during the notice period unless the vacant place can be filled.

The refund will be calculated at the full cost of the course (before discount).

## PRIVATE ONE ON ONE TUITION

### No Show / Cancellation Policy

This policy is intended to provide a good balance between being fair to the student and fair to the teacher. When students do not show up for their appointments, other students lose the benefit of scheduling an appointment and our teachers lose their valuable time.

#### First 2 Cancellations

Parents are advised to cancel 24 hours or more before the scheduled start time.

If cancellation is not in accordance with the above, cancellation charges apply as follows:

- Cancellation with less than 24 hours' notice - 50% of the session's fee
- No show or no notice provided - 100% of the session's fee

#### Cancellation 3x or more

The above provision does not apply. 100% of the session fee will be forfeited.

#### Contact Details Outside Business Hours

In the event the students/parents need to contact us to cancel an appointment outside normal operating hours, please send an email to [bellavista@northshorecoaching.net](mailto:bellavista@northshorecoaching.net) or text 0422 564 943.

### Withdrawal Policy – Private Tuition

Families are required to provide North Shore Coaching Bella Vista centre with at least two (2) weeks' notice in writing if wishing to change or cease attendance in the Centre. Email us at [bellavista@northshorecoaching.net](mailto:bellavista@northshorecoaching.net) with the following details - student's name, normal class day and time, date when leaving and reason for leaving. Fees remain payable if the child does not attend during the notice period unless the vacant spot place can be filled.

The refund will be calculated at the full cost of the course (before any discount).