

How to Mark an Absence and Book a Make-Up

Step 1. Record an Absence:

Notification of absenteeism from class is **ONLY** possible through our website: www.learntoswimvic.com.au.

Click on the green **Customer Login** button and use your family surname and email (same as on enrolment form) to login.

Then select "[RECORD AN ABSENCE & BOOK A MAKE-UP](#)".

Ensure you meet the cut-off times for recording an absence with.

- WEEKDAY AM Classes, you **MUST** record your absence prior to **8.30am**, on the day of your class
- WEEKDAY PM Classes, you **MUST** record your absence prior to **1.30pm**, on the day of your class
- WEEKEND AM & PM Classes: you **MUST** record your absence prior to **8.30am**, on the day of your class

Please be careful as once selected it can't be changed.

If you are still unsure of how to Mark an Absence or Book a Make-Up, there are a series of Videos which can be found under the Customer Login, by clicking on the 'How to Videos'.

Step 2. Book a Make-Up Lesson:

Use the same sequence in Step 1 to book a make-up.

There is a block-out period of 48 hours after marking an absence before you can book a make-up.

Additionally,

- No make-ups can be booked in the first three weeks of term, while we are still taking new enrolments.
- It is your responsibility to arrange Make-Up Lessons using the website: www.learntoswimvic.com.au.
- There is a **maximum** of two (2) Make-Up Lessons per child per Term, and are subject to availability

Please DO NOT phone or email us regarding absence or make-up lessons as our staff do not have access to this facility.

Don't forget the conditions of your Make-Up Lessons

- If you book a Make-Up Lesson and are unable to attend the lesson (for any reason), another Make-Up **WILL NOT** be offered and that Make-Up Lesson will be voided
- Make-Up Lessons are **NOT** offered for School Holiday Programs
- Make-Up Lessons are **NOT** transferable to other family members or other families
- Make-Up Lessons are **NOT** offered for any circumstances out of your control, such as bad traffic, lost car keys, inclement weather, parent illness, forgot lessons etc.
- Make-Up Lessons **CANNOT** be transferred to the next Term