Make up Policy

Shirley Pool offer all their members a chance to re-book a lesson if you are unable to attend.

We request that if there’s ever a time you are unable to make your lesson you log on through your account and mark yourself / your child down as being absent from class.

You or your child may be unwell, you may have an appointment to attend or you may be going on holiday.

All absences do need to be entered on your account at least 10 minutes before your class time. If the notification is sent after the start of the class, you do not get a make-up token.

Absences work both ways for parents, if someone informs us before their class someone else can use that space to book in a makeup. Once the class is started it’s too late to offer the space.

Once you have recorded this absence an email will be sent through to Reception to inform them. Please allow for up to 24 hours to receive a token to your account.

Once a token has been applied to your account, you can use this to find another class day and time for a one off make up session for the same class level you currently attend.

Make ups are valid for 2 weeks for standard absences, however if you intend to be away longer, please give us a call to let us know i.e. illness, long holiday and we can ensure your tokens are valid for longer, generally up to 6 weeks.

Make up tokens are automatically issued to members when their lessons land on one of our closure dates e.g Bank Holidays, Easter Weekends and Christmas Closures

Once you’ve booked in your make up you can change it, if you need to, online as many times as necessary but don’t forget it still expires in 2 weeks, the validity doesn’t extend.

If you are booking your make up through reception, you can only do this once though.