SPORT PROGRAMS MISSED LESSON POLICY

Program members are eligible for a maximum of eight (8) make-up lessons per calendar year. This maximum of 8 make-up lessons per calendar year is regardless of how many times you cancel your membership and re-enrol in the same year.

A member must notify the Programs Administration Team a minimum of 24 hours prior to the start of the lesson via our Warrior Web portal: www.campuslife.mq.edu.au/warrior-web Alternatively, you can contact the team by email: sportprograms@mq.edu.au

For medical absences within 24 hours of a class, the Programs Administration Team must be notified prior to the start of a class and a medical certificate must be supplied in person or by email, within 24 hours of the missed class commencement.

Make-up lesson bookings must be made within 24 hours of the selected class time—bookings cannot be made prior to this time. All make-up lessons are subject to availability. If booking the make-up lesson prior to the missed lesson, this can only be done up to 7 days before the missed lesson.

Make-up lessons cannot be claimed if you cancel from the program and are no longer a member. All missed make-up lessons will be forfeited. Make-up lessons cannot be accrued.