

KMAA Make-Up Class Policy

What happens when I miss a class?

When students miss a class, we offer make-up lessons. We allow members to save their make-up classes for up to 3 months from the date of the missed lesson. It is the members responsibility to keep track of how many make-ups they have and book them in with reception.

We have classes available 6 days per week, with options for every age group and belt level every day. This means that there are make-up class opportunities every day of the week, and our administration staff work hard to ensure your make-up classes are booked promptly upon request, and that you get all of the make-up lessons you are owed for missed classes.

You could also use your make-up classes to try one of our specialised classes like our sparring, weaponry or poomsae classes. (Please check with reception if that will be suited to the student's belt level and age). Often, families like to use make-up classes in the school holiday periods since KMAA runs our standard class timetable as normal throughout the holiday period.

Do I need to inform reception before I miss a class?

You do not need to call or email to let us know beforehand if a class will be missed. We are happy to arrange make-up classes when you or the student is feeling better.

Can my fortnightly payments be held?

For payment holds, we need to be given advance notice of a period of non-training that is for 3 weeks or longer (for example, if you have a holiday booked).

Payment holds are not available for occasional missed classes as it is the family's responsibility to ensure they attend their reserved classes, and payment holds cannot be implemented after the classes have already been missed. This is because once a student is reserved in a class, that place is no longer available to other students, and our staffing is determined by our reserved student numbers.

Do you provide refunds if I missed classes?

No, we do not provide refunds for missed lessons.

Can make-up classes be used by other members of the family?

Yes, make-up classes can be used between family members who are active students of KMAA. They cannot be used for a new family member to trial a class.

How do I book a make-up class?

You can book a make-up class by either:

Contacting reception by email (contact@kmaa.com.au), phone (02 6251 9848) or in person, or

Completing the 'make-up lesson request' form through the member's section of our website:

www.kmaa.com.au/members (password: memberonly)

It will be helpful for our reception team to know what days and times suit you best for a make-up class. Our timetable is available at www.kmaa.com.au/timetable - please have a couple of options in mind in case some classes are at full capacity.