



Make-Up Classes / Missed Classes FAQ

Q. I have recorded my child's expected absence, but I do not have a make up token on my account.

A. Make-up tokens are automatically generated by the computer 30 minutes after the conclusion of the regularly scheduled class. A makeup token will be added to your child's account following the missed class, and you will then be able to book your make up class. Your make up token will not appear until after your child misses their class.

Q. I didn't record an expected absence for my child, but we missed a class. Can we have a make-up class?

A. Unfortunately no. Make up classes cannot be added retrospectively. If your child misses a class for any reason and EKGA Gymsports is notified of the expected absence at least 60 minutes before your regular lesson's scheduled start time, you will receive a make-up token for the missed class. Notification can be made using the customer portal, the customer app or through our customer service team. If you don't notify us that your child will be absent we cannot release your child's spot into the pool for people looking for a make-up class.

Q. My child will be absent next week (or sometime in the future), can I book in for a make-up class now?

A. Make-up tokens are only generated once your child has missed their regular class. After your child has missed their regular class, you can then book a make-up class. You cannot book a make-up class without a make-up token on your account.

Q. How do I book my child into a make-up class?

A. Make-up classes can only be booked up to 3 days in advance and only a space exists.

Make-up classes can be booked through the Customer Portal or in the app.

Head to your app store and download 'The iClassPro App', the organisation name is 'EKGAVIC'. Use your portal login to access the app. If you haven't used the portal before, use your email address as your login and tap "Forgot Password" to be sent a temporary access code. Once you are into your 'Account', select the student you're wanting to book into a make-up class, a list of options will appear where you can select 'Make Ups' and then 'Current Location Makeup Tokens'. You can now book in for a class at a time that works for you!



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Q. I would like to book a make-up class for next week (a fortnight, next month), can I do that?

A. No. Make-up classes can only be booked up to 3 days in advance.

Q. Why can't I book a make-up class further in advance?

A make-up classes are only possible when a vacancy appears in a class. This will usually be when another participant will be absent and records an expected absence. The system will then make that place available for a participant wanting to do a make-up class.

Q. There is nothing showing as currently available that suits our schedule for doing a make-up class. Can we redeem the make-up tokens for cash or discounted tuition?

A. Make-up tokens do not have any monetary value, so cannot be exchanged for refunds or credits, and they cannot be used once your enrolment ends.

You cannot use make-up tokens in lieu of tuition fees.

Make-up classes are not guaranteed and can only be arranged if a suitable alternative class is available.

Q. Can I use a make-up token from of my children for another one of my children to do a class?

A. Make-up tokens are not transferable. Make-up tokens can only be used for the same level / class that was missed.

Q. When do make-up tokens expire? How long do I have to use them?

A. Make-up tokens expire after 90-days. This means there will always be at least one set of school holidays happening in that time. During school holidays we often have lots of vacancies and families schedules are often more flexible, so it's a great opportunity to book in for any makeups.

Q. I have multiple make up tokens on my account. They are going to expire soon. Can I use them all in the same week?

A. If there are vacancies available is the appropriate level / class you sure can.



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Q. Can I use a make-up token for a special event, gym camp, merchandise, or birthday party?

A. No. Make-up tokens do not have any monetary value, so cannot be used in lieu of tuition fees / other payments.

Q. We are going away for two weeks or more. Are there any other options than make-up classes?

A. During each calendar year, you can suspend your child's enrolment for a total of four weeks. Suspensions can only be made in blocks of two weeks (or more). During your holiday suspension your child's place in that class is secure and for the period of the approved suspension, and fees will not be charged. If you wish to suspend your membership, please fill in [THIS form](#) at least 7 days prior to the period of leave.

Q. My child will be missing classes for an extended period due to medical reasons. Are there any other options than make-up classes?

A. If your child is absent for 3 weeks or less Make-up tokens will be generated (see standard details for make-up classes). In situations where your child will be absent for 4 weeks or more due to serious medical reasons (like broken bones, surgery, or serious illness), medical leave will apply. During the period your child is absent you have a guarantee that your child's place in that class is secure and for the period of the medical leave, fees will not be charged. In such cases, a medical certificate will be required.

Q. We arrived more than 5 minutes late for class and could not be admitted to class. Do we qualify for a make up class in these situations?

A. Under these circumstances our staff will work from the "back end" of the computer to help try to find a space available in a make-up class for that same week. If we cannot find a suitable space available for that same day / week we will add a make-up token to your account.

Q. I have a child booked into Essendon Keilor Gymnastics Academy Competitive programs (MAG, WAG, AGC). Do they get make up classes?

A. Essendon Keilor Gymnastics Academy MAG, WAG and AGC Competitive classes do not have the ability to offer makeup sessions, as there are no duplicate classes in the schedule. The policy regarding missed classes has not changed for Essendon Keilor Gymnastic Academy, only for EKGA Gymsports.