



Make-up Tokens

A policy for **parents/guardians** to follow at the club.

Parents/guardians...

Make-Up Token Policy

Invoke Gymnastics Club understands that occasional absences are sometimes unavoidable. Our make-up token system, managed through iClassPro, is designed to provide reasonable flexibility while maintaining safe class sizes and consistent coaching standards.

Make-up tokens are offered as a goodwill gesture and hold no cash value. They are non-refundable, non-transferable, and cannot be redeemed against membership fees.

Frequent absences may impact a child's progression, and consistent attendance is strongly encouraged.

When Make-Up Tokens Are Awarded

1. Club-Cancelled Classes

If the club cancels a class due to circumstances beyond our control - such as power outages, severe weather, facility issues, or emergency closures - a make-up token will automatically be issued.

Conditions:

- These tokens will have a 180 day expiry from the date of issue.
- Tokens may only be used for the same enrolled class type (e.g. gymnastics tokens cannot be used for trampolining and a Year 1 class can only be redeemed in another Year 1 class).
- Tokens are subject to availability and class capacity.

Ad-hoc booking classes: Your booking will be transferred to an alternative date instead of issuing a token. Make-up tokens cannot be used for ad-hoc booking classes.

2. Advance Notice of Absence

A make-up token may be issued when the club is notified in advance that your child will be absent.

Notice Requirement:

Absences must be reported at least 24 hours before the scheduled class start time to qualify for a make-up token.

Conditions:

- Tokens will have a 90-day expiry.
- A maximum of 6 absence tokens per child, per calendar year will be issued.
- Tokens will be awarded after the scheduled class has passed and the absence has been recorded.
- Tokens can only be booked up to 14 days in advance to ensure fair access for all members.

Ad-hoc booking classes: If more than 48 hours' notice is provided, you are able to cancel your booking in-app. If you need other cancel less than 48 hours before the class, please email the team and your booking will be moved to another available week. Make-up tokens are not permitted for ad-hoc classes.

When Make-Up Tokens Are Not Issued

Tokens will not be provided for:

- Absences reported with less than 24 hours' notice
- No-shows
- Holidays or personal scheduling conflicts where adequate notice was not given
- Participation in other activities or events
- Withdrawal from the club or termination of membership
- Situations where the club remains open and classes are running as scheduled in situations such as snow, where you as the customer choose not to attend.

Booking Make-Up Classes

Make-up classes must be booked through iClassPro and are strictly subject to availability.

To maintain safe coach-to-gymnast ratios:

- Spaces cannot be guaranteed.
- Preferred days, times, or coaches may not be available.
- Tokens cannot be extended once expired.

We encourage families to book early to avoid disappointment.

Important Limitations

- Make-up tokens cannot be exchanged for refunds, credits, or fee reductions.
- Tokens are non-transferable between siblings or other members.
- Tokens cannot be used once a child is no longer actively enrolled.
- Only one make-up token may be used per session unless authorised by the club.

Invoke Gymnastics Club reserves the right to decline make-up bookings where doing so would compromise class safety, quality, or staffing ratios.

Safeguarding and Operational Priority

While we aim to accommodate missed sessions wherever possible, the structure, safety, and consistency of our classes must remain the priority.

Make-up tokens should not be considered a guaranteed replacement for missed lessons. The club has maximum ratios which it adheres too. Therefore Make-Up Tokens can only be redeemed in classes which have spaces available.

Policy Updates

This policy may be amended periodically to reflect operational needs, safeguarding guidance, or legal requirements.

By maintaining an active enrolment, families agree to adhere to this policy.