



New Make-up Request Procedures

From Spring/Pre-Summer 2019 session, please be advised our new makeup procedure to assist you more conveniently

See the below for our new 'Makeup Request Procedure';

STEP 1. Compose 'New email' with a subject of [Makeup Request] followed by Student Name

- Please **do not** send us an email as 'reply' from any previous email that I sent you
- It results in missing your makeup request email because it does not have a subject of makeup request

(For example) [Makeup Request] Michael Park

STEP 2. Please fill out the components of Makeup Request Format as the below example;

- Student's Full Name: Michael Park
- Currently Attending Class/ Level: BCC Sat 12pm /Level 6
- Date of your absence: March 21, 2019 (Thursday)
- Makeup spots (with 3 preferable options) followed by Location / Date / Class time

(For Example)

- Option #.1: HNA / March 23 / Sat 10 am
- Option #.2: Ramapo / April 7 / Sun 4:30 pm
- Option #.3: BCC / April 18 / Thursday 6 pm

STEP 3. You will shortly receive a 'Makeup Conformation' email from us

- It will usually take 2~3 business days as long as we have any makeup spots within your 3 preferable options

(For Example #.1) Re: [Makeup Request] Michael Park

Upon your request, Michael Park is successfully scheduled to have his makeup at Ramapo / April 7 / Sun 4:30 pm class as your Option #.2, which is resulted from your absence at BCC Thursday 6:00pm class on March 21. Please note that makeup may not be rescheduled due to your personal matter once makeup has been scheduled

- If you do not get the confirmation from us within 2~3 business days, your makeup request is not processed yet but still processing due to no room for makeup spots at that moment
- In this case, we may request you the other 3 your alternative options by replying your original email

(For Example #.2) Re: [Makeup Request] Michael Park

Upon your request, we have tried to put you in for the makeup but unfortunately we don't have any available room within your 3 options at this moment. Please provide us again with the other your 3 alternative options at your earliest convenience.



CHECK POINT RELATED WITH MAKEUP POLICY

Due to our weekly pre-set program, Aquaracers' classes will proceed with the program regardless of the individuals' absence

1. Please contact us 2 days or even sooner prior to your known absent date by e-mail ONLY (Neither TEXT nor PHONE CALL) (aquaracerswimteam@gmail.com) in case you cannot come to your designated class in order to verify your absence and request makeup
 - No showing up without prior email notification will forfeit the privilege of a makeup
 - A same day notification of absence will also forfeit the privilege of a makeup. However, *exception might be applied only when;

[EXCEPTIONS]:

- In case of illness, injury, and/or unforeseen events the “same day” rule of notification does not apply. However, it must be still notified by e-mail prior to your class start time but not AFTER.
 - Cancellations due to weather or facilities matters does not apply to the above rule of notification from the parent unless we are still having lessons and the parent chooses not to attend.
2. Maximum limit of makeups per session is ONLY ONE due to personal matter (e.g. family vacation, personal conflict in schedule, and/or unforeseen events) However, *exception might be applied only when;

[EXCEPTIONS]:

- Sudden cancellation due to weather conditions or facility issues
- Only when your class has been suddenly cancelled from us due to the above reasons, it will not be counted to the maximum limit of makeups

3. Makeup classes are possible throughout the current session, but are limited to be scheduled in a facility that has space available for the makeups

4. Once a make-up has been scheduled, it may NOT BE RESCHEDULED due to your personal matter. However, *exception might be applied only when;

[EXCEPTIONS]:

- Sudden cancellation due to weather conditions or facility issues on your makeup date
 - Only when your makeup has been suddenly cancelled from us due to the above reasons, your makeup is available to reschedule
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5. It is the members' responsibility to email us and request the makeups for missed classes
 - Any pending makeups from a current session will not be used as credit to enroll in any future sessions.
 - Any pending makeups from a current session will not be rolled over the next following sessions unless you are in with continuous enrollment to the next session
 - If makeups are not completed within the current enrolled session or the next following session with continuous enrollment, they will not be honored thereafter.