

# LESSON MAKEUP POLICY

## I've missed a Lesson!

We're unable to offer credits or refunds for missed lessons, whether for past or future invoices. We know this might seem a little inflexible, so here's why:

Our teachers are employees, and like any workplace, we need to pay them for their scheduled time. Lessons are booked in advance, and when a student doesn't attend, the teacher is still rostered and ready – often without a chance to use that time for another student.

To help you get the most out of your lessons, we've created a makeup lesson system. If you know you'll be away, you can use the form below to let us know – and your spot may be offered to someone else needing a catch-up. In return, you'll be eligible to take up any available makeup slots created when others give notice of an absence.

This system relies on goodwill – a little 'pay it forward' magic that helps everyone stay on track.

**This form expires 1<sup>st</sup> September, 2026. Any makeups not delivered by that date will lapse.**

Student Name :

Best Contact :

Pathways Teacher :

Date and time of lesson Missed :

Instrument :



## You'll miss a lesson?

**Text :**

**0488 26 19 26**

Please do **not** cancel via your teachers email address as they may not pass along the message in time for us to offer the spot out to someone else.

**Times and Days Available : Please tick at least FOUR options to be eligible.**

### Monday :

Before 4pm ☐  
4pm - 6pm ☐  
6pm - 8pm ☐

### Tuesday :

Before 4pm ☐  
4pm - 6pm ☐  
6pm - 8pm ☐

### Wednesday :

Before 4pm ☐  
4pm - 6pm ☐  
6pm - 8pm ☐

### Thursday :

Before 4pm ☐  
4pm - 6pm ☐  
6pm - 8pm ☐

### Friday :

Before 4pm ☐  
4pm - 6pm ☐  
6pm - 8pm ☐

### Saturday :

Before 1pm ☐  
After 1pm ☐



## KEEPING IT FAIR

For this system to work (i.e. for us to try and rebook your missed lesson, we ask that:

- You give at least 48 hours' notice of your absence.
- You submit the form AFTER the missed lesson has occurred and not before.
- You only lodge one form at a time. Once the missed lesson has been delivered you are free to lodge the next form.

please read!

**Please note that your makeup lesson may need to be held with a different teacher**, however it will always be with a specialist education provider. Makeup spots are offered on a first-come, first-served basis and expire at the end of the calendar year. There is no guarantee of these lessons being delivered – and expired requests don’t carry forward or confer any monetary value against future terms. After three offers for makeups have been declined or not responded to (which fit into your allocated window above) your request will be declined.

We may offer out makeup lessons that don’t fit into your window of availability, but these won’t count toward the three offers and we’ll just keep your request on file.

Please understand that because multiple requests are difficult to track, from 1<sup>st</sup> July 2025 we are stipulating that only one lesson makeup request can be lodged at a time. This isn’t to be difficult – but just to streamline the process and make sure everyone has fair and equal access to the system.

Office Use :

OFFER 1	<input type="checkbox"/>	.....	NOTES
OFFER 2	<input type="checkbox"/>	.....	.....
OFFER 3	<input type="checkbox"/>	.....	.....

**Submitting this form :**

This form needs to be emailed to [info@pathwaysmusic.com.au](mailto:info@pathwaysmusic.com.au)  
When an available slot becomes available, we will simply look at the next email submission and contact you.  
This form is not indicative of any monetary value or ‘time owing’.

SUBMIT THIS FORM TO  
[INFO@PATHWAYSMUSIC.COM.AU](mailto:info@pathwaysmusic.com.au)