



## Catch-up Class Policy

Course classes and their specific dates are the item that you pay for when you book on. That includes any that you miss. However, we want students to get good value and will help you to catch up if we can!

Catch-up classes must be redeemed **within the current term**.

Missed classes and catch-up requests should be notified via email to [leadteacher@greentop.org](mailto:leadteacher@greentop.org) as much in advance as possible. The more notice you give, the more likely someone can use your space and vice versa.

To be eligible for a catch-up class, you must give **at least 24 hours' notice**. If you don't show up for a class without sufficient notification it is unlikely that we'd allow you to redeem this class elsewhere.

When requesting a catch-up class, the class must be at your level in the chosen discipline. We can't guarantee spaces in any of the classes. If there is a space in a suitable class, we'll give it to you!

Other options to catch up are:

Supervised Practise Time sessions (for those who've completed 6+ classes).

You can also get someone to take your place for a class you can't make IF they are the same level in the discipline of the class. You would need to redeem the money for the class from them, not via Greentop. You must request this via email in advance so we can verify and confirm with the class teacher.