

A HEAD START IN SPORT, IS A HEAD START IN LIFE

HEAD START SPORT

CATCH UP LESSON POLICY

Group Classes:

- Using the Head Start Sport Customer Portal App, students can claim a catch-up class for lessons missed due to injury, inclement weather, illness, personal reasons, events, etc.
- Catch-up lessons cannot be transferred between coaching terms.
- Holiday clinics can be used as an option to catch-up on lessons at the end of a coaching term.
- Catch-up lessons can be transferred between family members
- Head Start Sport does not give out credits or refunds for unused catch-up lessons at the end of a term.

Private/Semi-Private Classes

- If you are unable to attend your private lesson, please notify us before 5pm the day prior to the lesson date. Failure to do so will result in full payment of the lesson fee. Please feel free to send someone else (friend, family member) to take your spot.
- Your coach will contact you directly to organise a private lesson catch-up.
- Catch-up lessons cannot be transferred between coaching terms.

Holiday Clinics

- Players who miss a holiday clinic week or day receive a holiday clinic pass which can be put towards future holiday clinics