

Title	River Road Attendance, Reschedule, and Cancellations Policy
Date Implemented	15 September 2022
Owner	Director

## **River Road Attendance. Reschedule and Cancellations Policy**

### **1. General Guidelines**

1.1 We will endeavour to ensure all River Road Services and Sessions proceed as planned, however, we reserve the right to reschedule a session if required to due to circumstance beyond our control

1.2 Unless otherwise arranged, all students are scheduled and committed to 10 weeks of delivery (10 lessons), delivered over the school term inline with public school dates available here <https://riverroad.edu.au/academiccalendar>

1.3 All lessons that fall on a public holiday will be automatically rescheduled to the same day of the first week of the school holiday

1.4 No make up lessons or credit may be used in the following term

### **2. Student Attendance**

2.1 By default, no make up lessons are provided to students who cancel or are non-attendance their lesson

2.2 Request for a make up lesson must be made in writing to [infop@riverroad.edu.au](mailto:infop@riverroad.edu.au)

2.3 In the event of rescheduling a lesson, River Road cannot guarantee your regular teacher will be available

2.4 Only one request for a make up lesson may be made each term

### **3. Rescheduling**

3.1 Students may reschedule of your Session within 72hrs of the scheduled session

3.2 Reschedule may be done via Udio or requested in writing to [info@riverroad.edu.au](mailto:info@riverroad.edu.au)

#### 4. Non attendance

4.1 A refund or rescheduled session will not be granted if you fail to attend your scheduled Session time.

#### 5. Communication and support

If any of the above clauses provides difficulty or distress at any time, please ensure you reach out to one of the following people to discuss.

[patrick@riverroad.edu.au](mailto:patrick@riverroad.edu.au)

0408617143

#### Document control

Date	Information	Approved
15/09/2022	Policy approved and implemented	Director
20/12/2022	Policy reviewed and updated with clause 2.2, and 2.3	Director
02/01/2023	Policy Reviewed and updates to 4.1 on rescheduled sessions, and introduction of 2.3 and 2.4, and update to 3.1	Director
10/04/2023	Policy reviewed with new sections 1.3, 1.4, 2.3, and 2.5. Updates to 2.4	Director
15/01/24	Policy updated with changes to clause 1, 2 and 3	Director