



Student Absent Policy

Updated on: 20 Feb 21

For sake of effective management and operating of My Table Tennis Training Academy (the School) and encourage a positive learning attitude of students, **with immediately effect**,

For all students (including Group Lessons and One to One Lessons):

1. All Absence Notices need to be submitted electronically through 'Contact Us' page on our website www.mytabletennisclub.ca at least 24 hours before the actual lesson time as formal notice. Verbal notification to the Coach alone is NOT acceptable by the School.
2. Absence Notice by phone will **NOT** be acceptable with exception of extremely case of emergency only. Only one emergency phone call in any circumstance may be considerable to accept during the whole 10-hour training course or program. There will be no make-up class for those who are absent without Absence Notices submitted previously and formally.
3. During the whole program of the 10-hour training course, maximum 2 Absence Notices including the emergency phone call stipulated in clause 2 will be accepted and will allow compensating maximum 2 equivalent make-up classes within one calendar year without extra charges. There will be **no** refund for any unattended class under any reason and under any circumstance once the training program started.
4. All re-arrangement of training schedule must through office of the School. Otherwise, we still count as one attendance with charge. During the vacation/absence of the coach, the School will provide a substitute coach during those lessons.
5. In case of any temporary suspension needed during the training course for any special reasons, please inform the School with the date and reasons during the registration so that special arrangement can be made for the student.
6. Any temporary suspension will be at the final discretion of the School. All remaining lessons have to be completed within one calendar year and there is absolutely no refund for those remaining lessons.
7. Please check-in 5 minute in advance before the lesson starts at the School Office.
8. In order to streamline all the training lessons in a day and for the fairness of all other students as well as to the Coach, there will be no make-up time for those late coming students. Full charges will be applied to those absent/ late coming students.

Hope all students have progressive and enjoyable training lessons.

My Table Tennis Academy

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