School of Mathcraft

Terms and Conditions for Lesson-Credit System

Last updated: 2 November 2026

Our lesson-credit system is designed to allow flexible lesson planning at a long-term average rate of about 40 lessons per year.

1. Permanent lesson slot

1.1 Each student chooses a permanent lesson slot when lessons begin.

1.2 The permanent lesson slot is booked for the student every week by default while the student continues lessons with us.

1.3 If a particular lesson in the permanent slot is cancelled or rescheduled, that lesson slot is released and may be offered to another student. The permanent slot remains the student's default slot unless a different arrangement is agreed.

1.4 Replacement or additional lesson slots may be arranged subject to availability.

1.5 If a student wishes to reserve more than one permanent weekly lesson slot on an ongoing basis, each permanent slot will be treated as a separate lesson arrangement with its own package, cycle and invoice.

1.6 For safety and administrative purposes, lesson arrangements should be made by a parent. A parent may authorise their child to arrange lessons directly with us, in which case these Terms and Conditions will also apply to arrangements made by the child.

2. Lesson credits

2.1 Lessons are provided in packages of **10 lesson credits**.

2.2 Each booked lesson uses **1 lesson credit**, subject to the cancellation and rescheduling rules in Clause 5 and the centre-initiated cancellation rules in Clause 6.

2.3 Credit usage is based on **booked lesson slots**, rather than whether the student actually attends the lesson. Failing to attend a booked lesson without valid notice does not prevent the lesson from using a credit.

3. 13-week cycles and rollover credits

3.1 Each new package provides **10 new lesson credits**.

3.2 Each new package is assigned a cycle with a **13-week default duration**. The cycle start date and default end date will be shown in the student's credit summary.

3.3 A cycle may end earlier or be extended according to the rules on Extension Weeks in Clause 4.

3.4 If the student continues with another package, unused credits from the current package may **roll over into the next cycle once**. Any rolled-over credits that remain unused at the end of that next cycle will expire.

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3.5 Where a cycle contains both new credits and rolled-over credits, the **10 new credits are used first**, followed by the rolled-over credits.

4. Extension Weeks

4.1 If all available credits are used before the end of the normal 13-week cycle, the cycle ends early.

4.2 Each **full week remaining out of the normal 13 weeks** is saved as **1 Extension Week**.

4.3 Extension Weeks may accumulate across cycles while the student continues lessons with us.

4.4 If credits remain unused after 13 weeks have passed, accumulated Extension Weeks will automatically be used to extend the cycle.

4.5 Each Extension Week extends the current cycle by **1 week**.

4.6 If credits still remain at the end of an extended week, another Extension Week will be used automatically. This continues until either:

- all available credits have been used; or
- there are no Extension Weeks remaining.

4.7 Once there are no Extension Weeks remaining, any unused credits will be dealt with according to the rollover rules in Clause 3.

5. Cancellation and rescheduling

5.1 Valid notice

A request to cancel or reschedule a booked lesson must be sent by **WhatsApp at least 24 hours before the scheduled lesson time**. The booked lesson will then not use a credit.

5.2 Late notice

A cancellation or rescheduling request received less than 24 hours before the scheduled lesson is considered **late notice**.

5.3 Replacement lesson after late notice

Where late notice is given, a replacement lesson may still be arranged, subject to availability.

If a replacement lesson takes place **no later than 6 calendar days after the original booked lesson**, the replacement lesson will use the credit instead of the original lesson.

If no replacement lesson takes place by that deadline, the original booked lesson will use the credit.

5.4 Illness

Students who are unwell should not attend lessons. Late notice due to illness is an exception to the late-notice rule, and **no credit will be used**.

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5.5 Other unavoidable emergencies

Other unavoidable emergencies may be considered on a case-by-case basis and in good faith. Relevant circumstances may include:

- how sudden or urgent the situation was;
- whether it was outside the reasonable control of the parent or student; and
- whether it was recurring or reasonably foreseeable.

Scheduling conflicts, forgetfulness, non-urgent activities and changes of plans are not normally considered unavoidable emergencies.

6. Centre-initiated cancellations and closures

6.1 If the centre cancels a booked lesson, the student will not lose a lesson credit.

6.2 If the centre is closed for an entire week, **1 Extension Week will be added** to the student's accumulated Extension Weeks.

6.3 Extension Weeks added because of centre closures are independent of any Extension Weeks earned from finishing a cycle early. They may accumulate and are used in the same way as other Extension Weeks under Clause 4.

7. If the student does not continue

7.1 The permanent lesson slot, rollover of unused credits and accumulated Extension Weeks are available only while the student continues lessons with us.

7.2 If the student does not purchase the next package at the end of the current cycle:

- the permanent lesson slot will be released;
- any unused lesson credits will expire instead of rolling over; and
- any accumulated Extension Weeks will expire.

7.3 Unused lesson credits and Extension Weeks have no cash value and are not refundable or transferable.

8. Credit summaries

8.1 Invoices will include a credit summary to help parents keep track of each cycle.

8.2 The summary may include:

- cycle start date;
- default end date;
- new and rolled-over credits available;
- Extension Weeks available;

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- lesson credits used;
- actual cycle end date; and
- credits eligible to roll over into the next cycle.

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