

BRANDON ALL-STARS PRIVATE LESSONS

Private Lesson General Policies:

RECURRING PRIVATE LESSONS (ALL LESSON TYPES)

- Recurring Private Lessons will be on your child's schedule through the end of May 2024
 - Recurring Lesson fees will appear on your account between the 15th and 20th of each month and will be included on your monthly statement emailed from iClass.
 - Recurring Lessons will be charged to the card on file on the 25th of the month prior (ex. January fees will be charged on December 25th)
 - Any Recurring Lessons that are remain unpaid on the last day of the month prior will be canceled on the 1st of the month. (ex. January lessons that are unpaid as of December 31st will be canceled on January 1st)
- ~NO EXCEPTIONS ~

ONE-TIME PRIVATE LESSONS (ALL LESSON TYPES EXCEPT STUNT LESSONS)

- One-time private lessons will be available for booking through iClass on the 10th of each month prior (ex. January lessons will be open for booking on December 10th)
- One-time private lessons must be paid at the time of booking

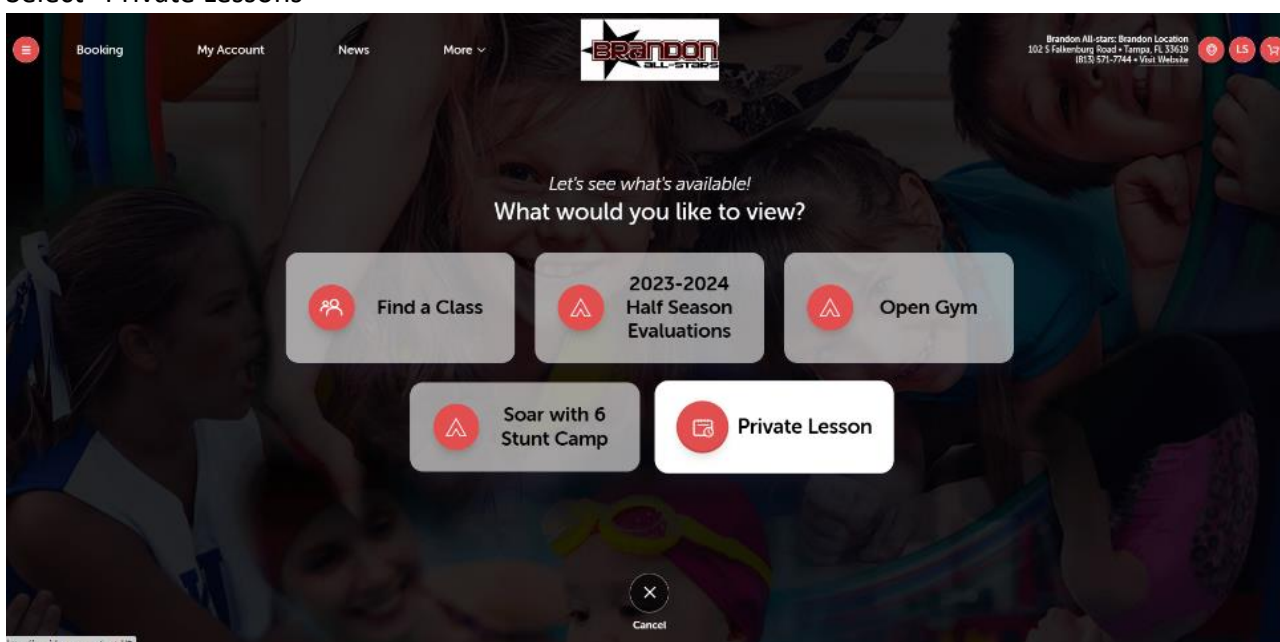
ONE-TIME PRIVATE LESSONS (STUNT)

- One-time stunt lessons can only be booked through the Front Desk (Please call in or visit the Front Desk).
- One-time stunt lessons must be paid at the time of booking

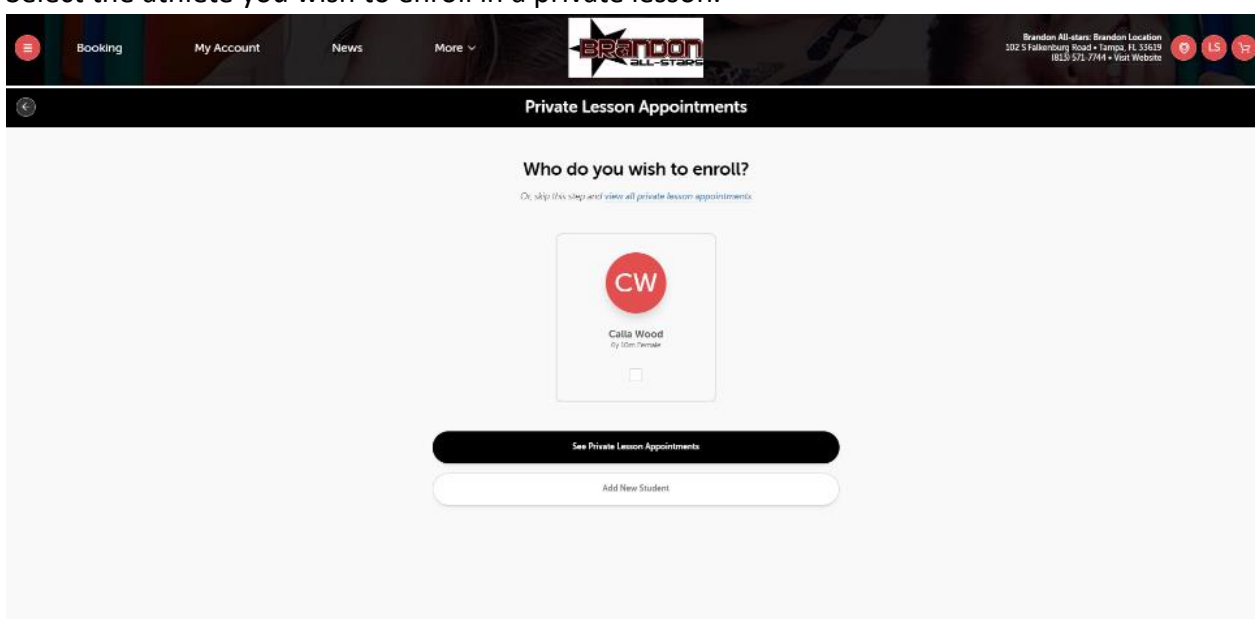
Private Lesson Booking Procedures:

To Schedule a one-time private lesson (all lesson types except stunt lessons):

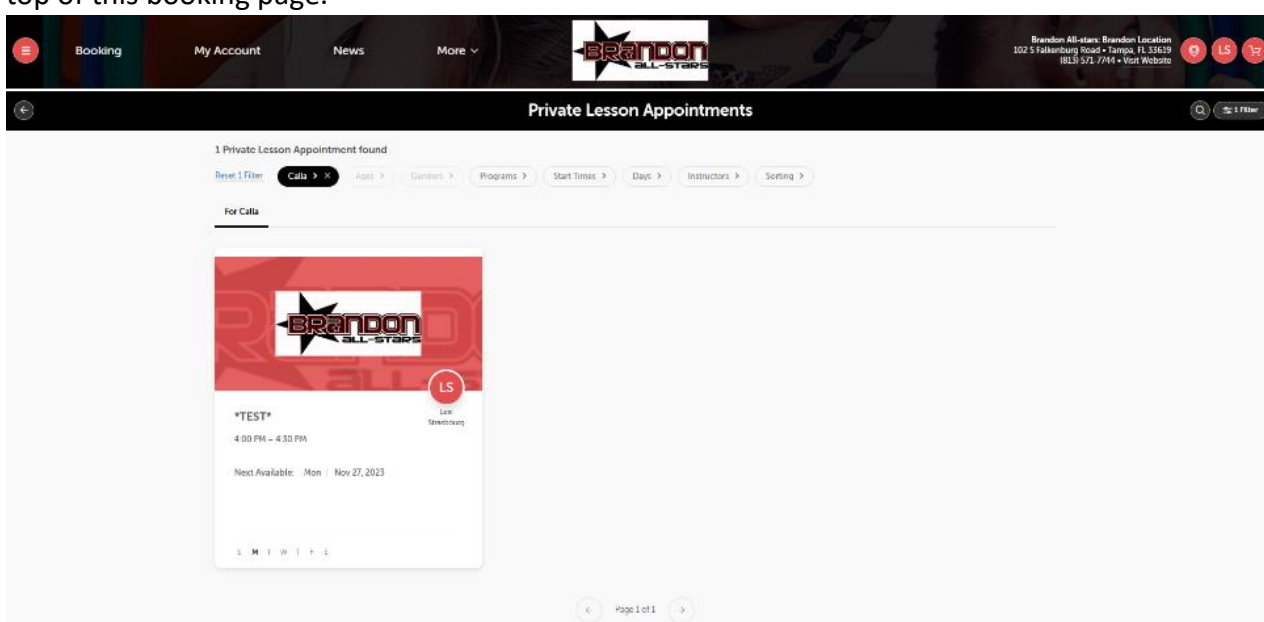
1. Log into your iClass Parent Portal: [Brandon All-stars: Brandon Location Dashboard | Customer Portal | Customer Portal \(iclasspro.com\)](#)
2. Select the respective location you would like to book a private lesson at.
3. Select "Booking"
4. Select "Private Lessons"



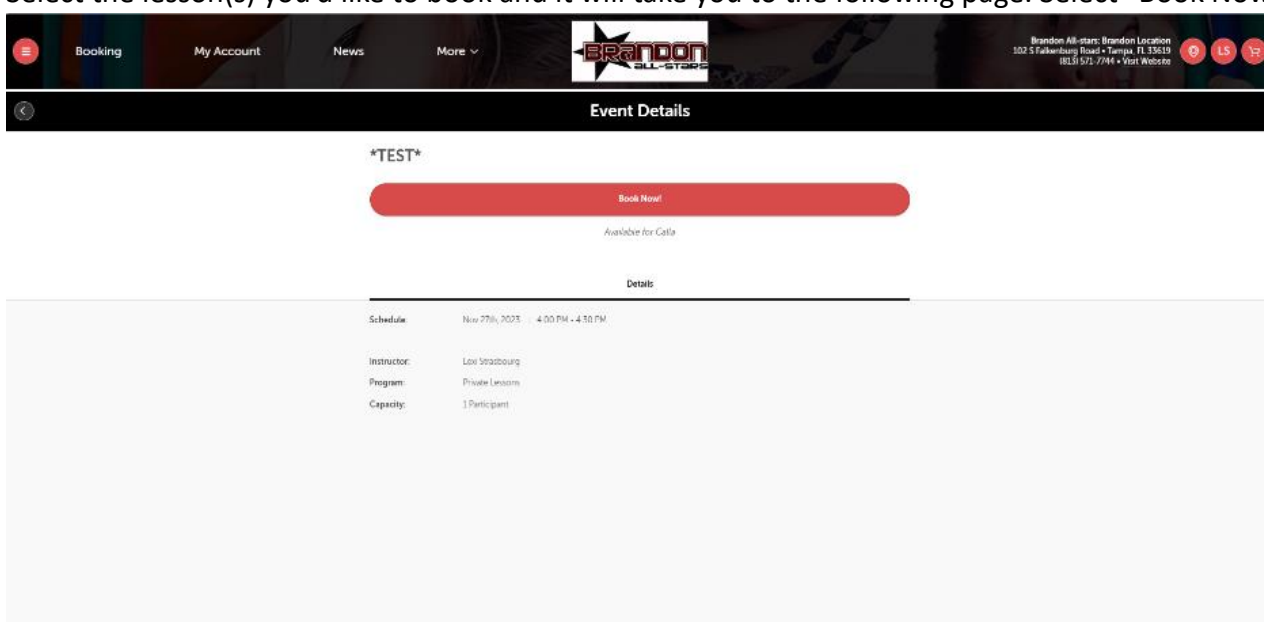
5. Select the athlete you wish to enroll in a private lesson.



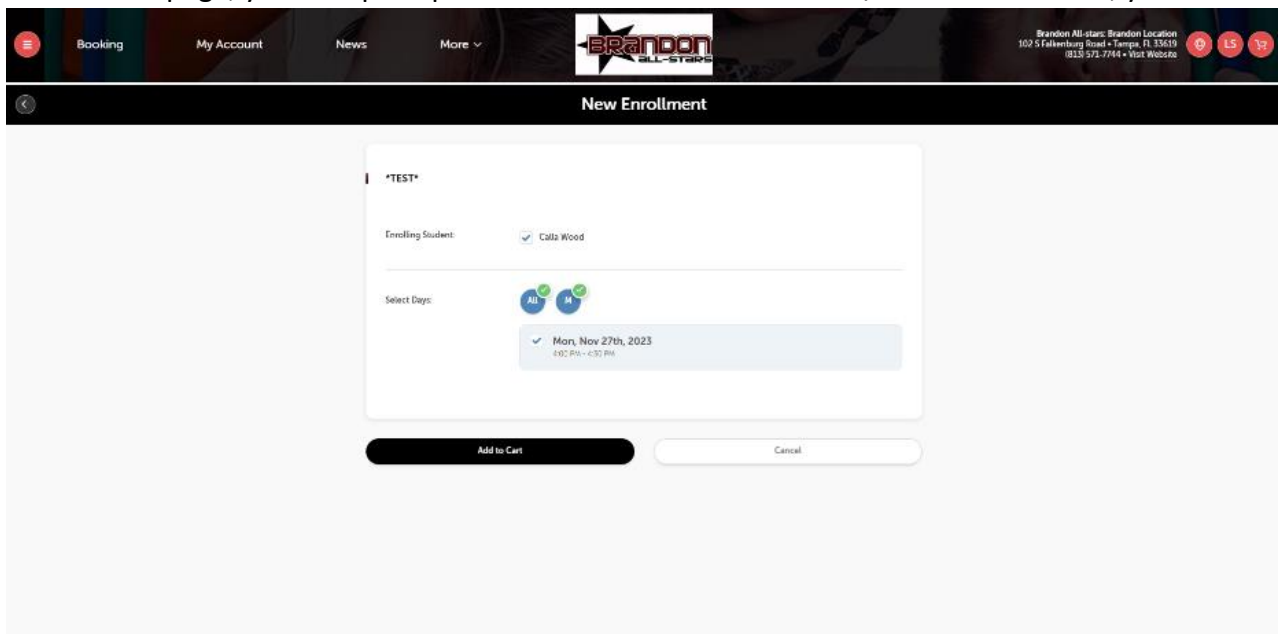
6. All available private lesson slots will appear on this next page. To filter a specific Instructor, Date/Time, etc. you can select those filters at the top of this booking page.



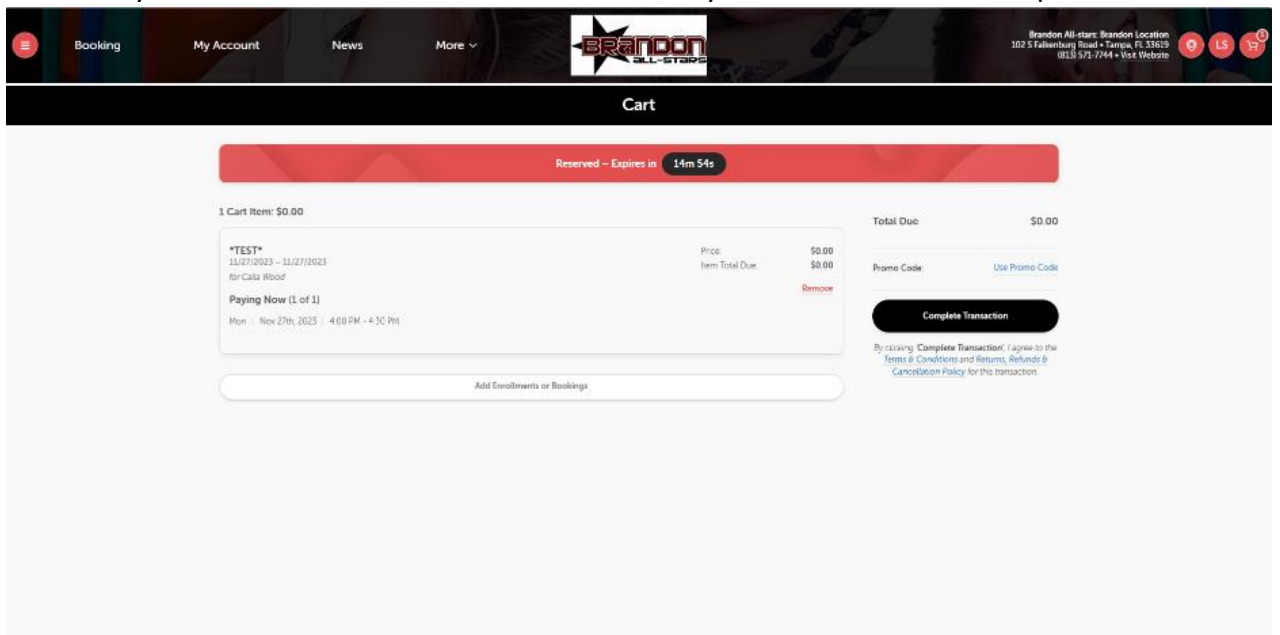
7. Select the lesson(s) you'd like to book and it will take you to the following page. Select "Book Now" to book the lesson.



8. On the next page, you'll be prompted to confirm the selected date/time of the lesson, you will then select "Add to Cart".



9. On the next page, you will finalize your booking with payment by following the payment steps and selecting "Complete Transaction". Please note that your cart will time out after 15 minutes and you will need to start the process over if the cart times out.

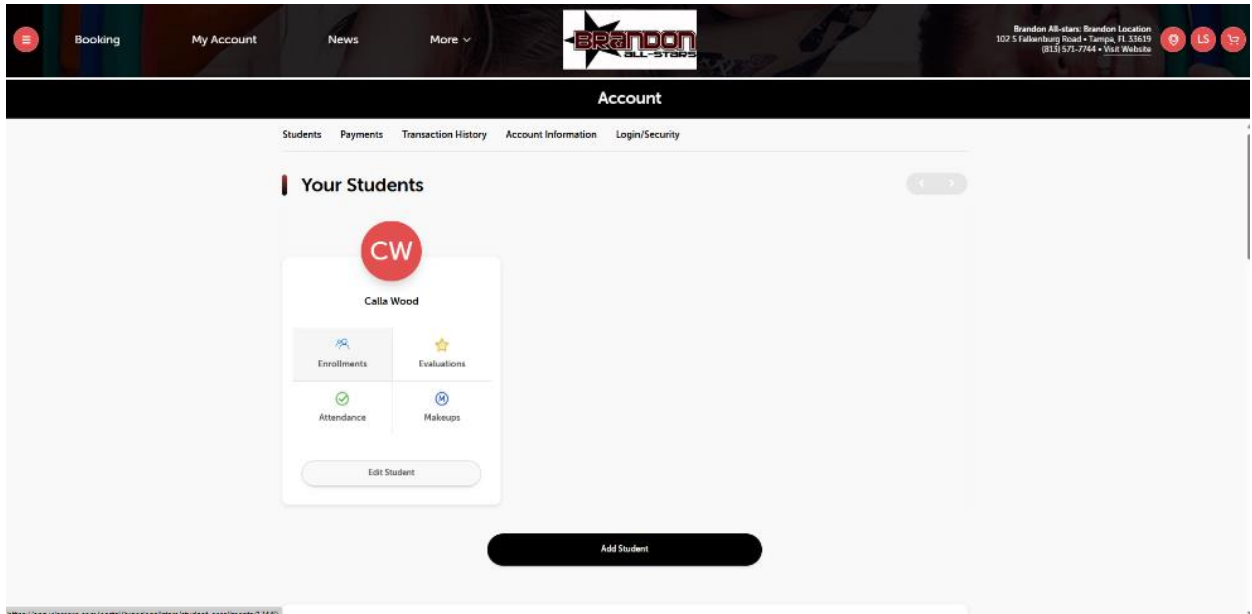


10. You can repeat this process to book as many private lessons as you'd like at your leisure.

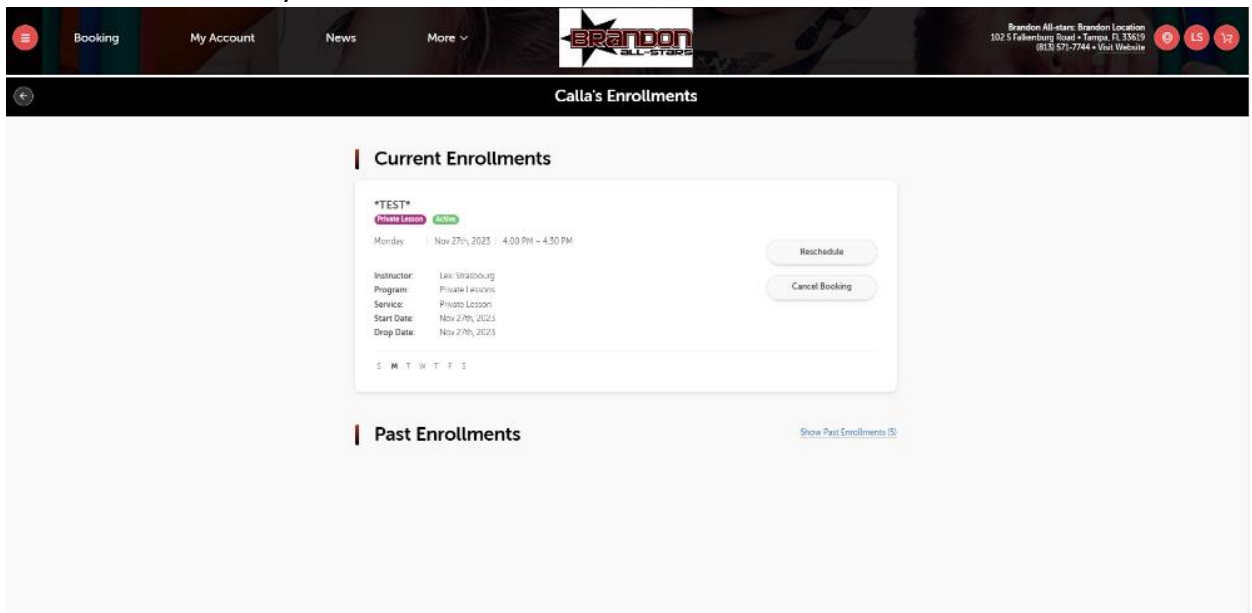
NOTE: If you would like to book more than one lesson, we recommend adding them all to your cart at the same time and the checking out all at once.

To Cancel/Reschedule a one-time private lesson:

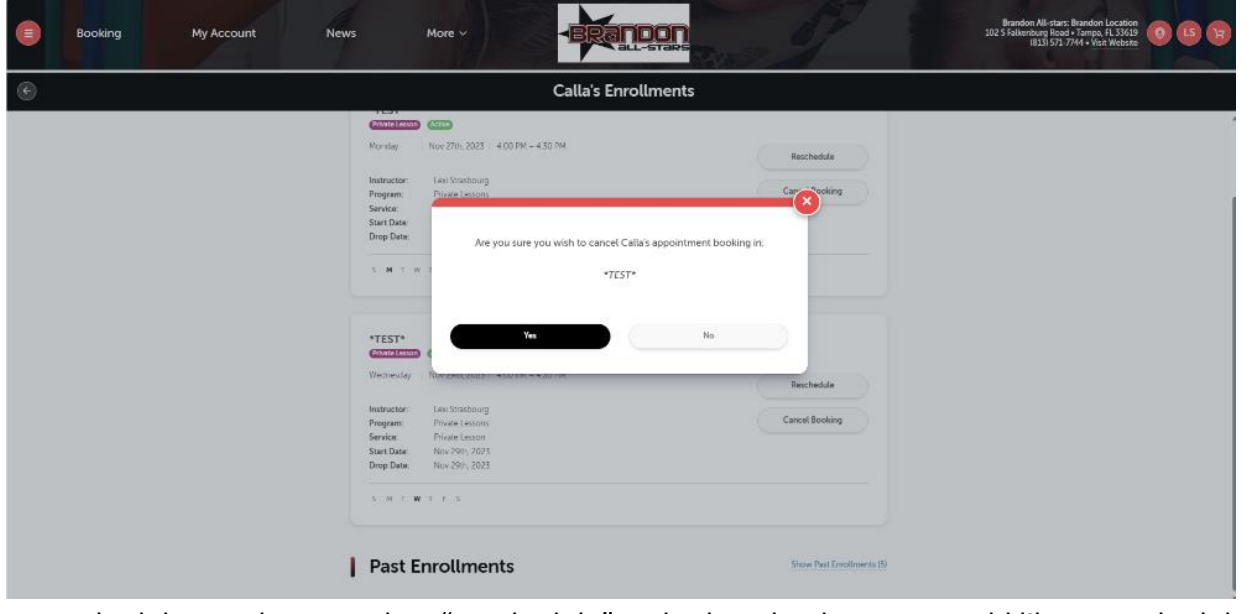
1. From your iClass portal Account page, select "Enrollments"



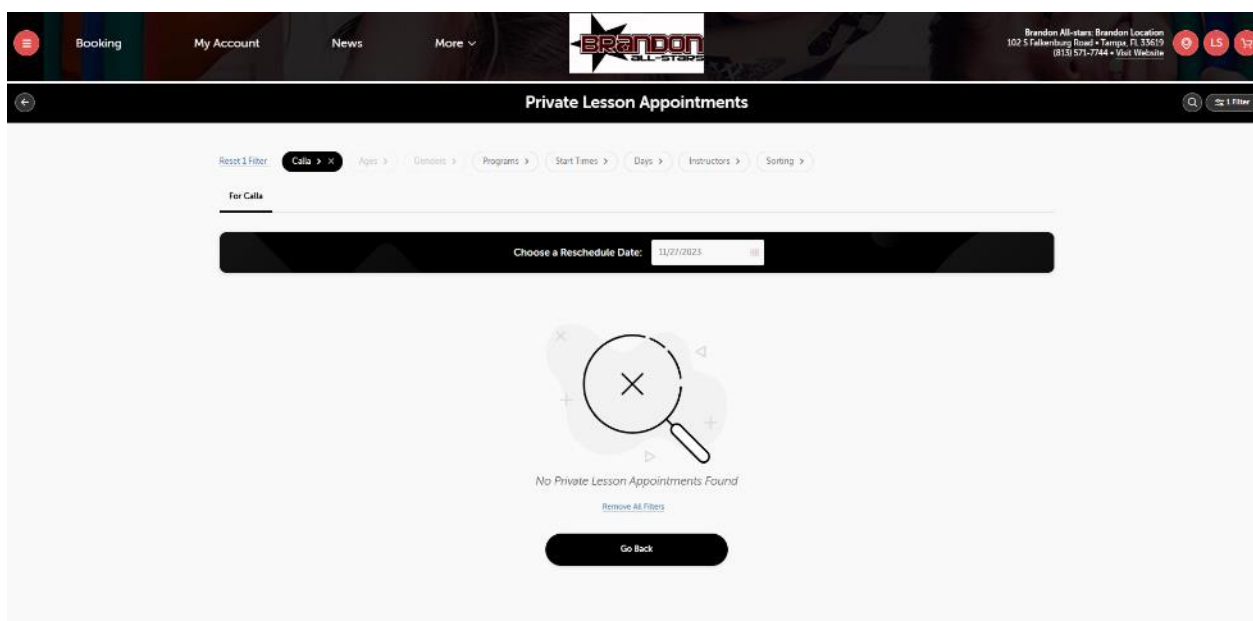
2. On the next page, you will locate the lesson you wish to cancel or reschedule. Select the option you wish to make and follow the prompts to cancel or reschedule your lesson.



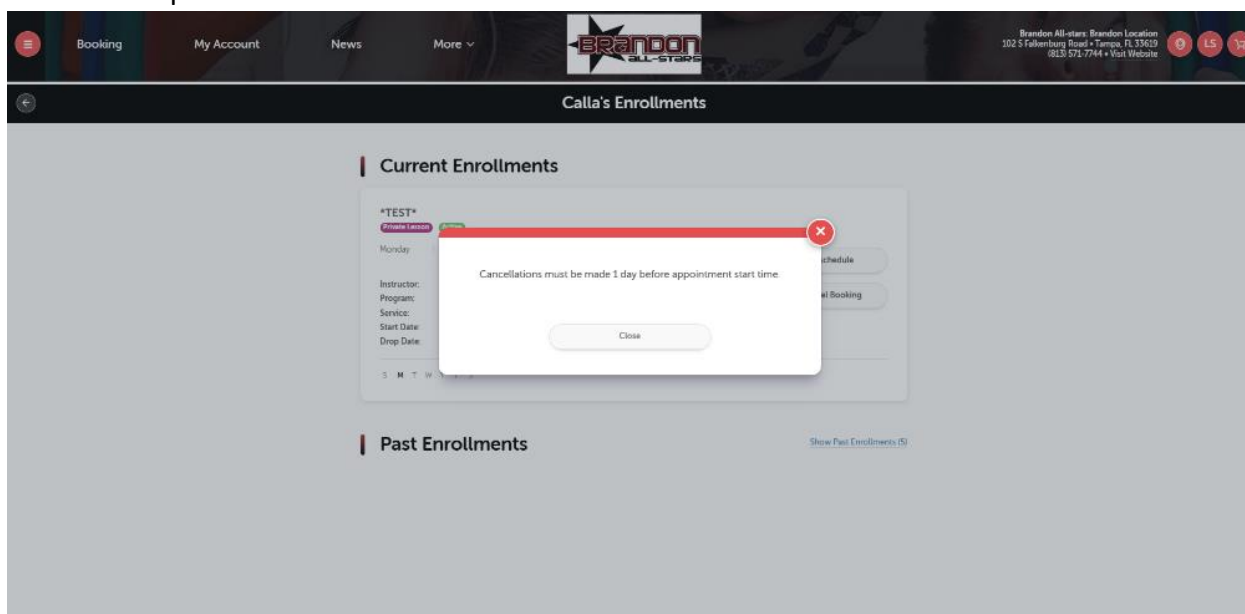
3. To cancel your lesson, select "Cancel" and confirm "Yes" that you wish to cancel the lesson.



4. To reschedule your lesson, select "Reschedule" and select the date you would like to reschedule for. If there are any appointments available for the date you select, you will select what Instructor and Time you'd like to reschedule for.



***IMPORTANT NOTE:** Private lessons CANNOT be cancelled or rescheduled within 24 hours. If your athlete has a medical emergency and cannot make their lesson within 24 hours, please email admin@brandonallstars.com. A doctor's note must be provided in order to cancel/reschedule a lesson within 24 hours without penalty. A \$25.00 cancellation fee will be posted to your account if a lesson is cancelled within 24 hours and a doctor's note is not provided.



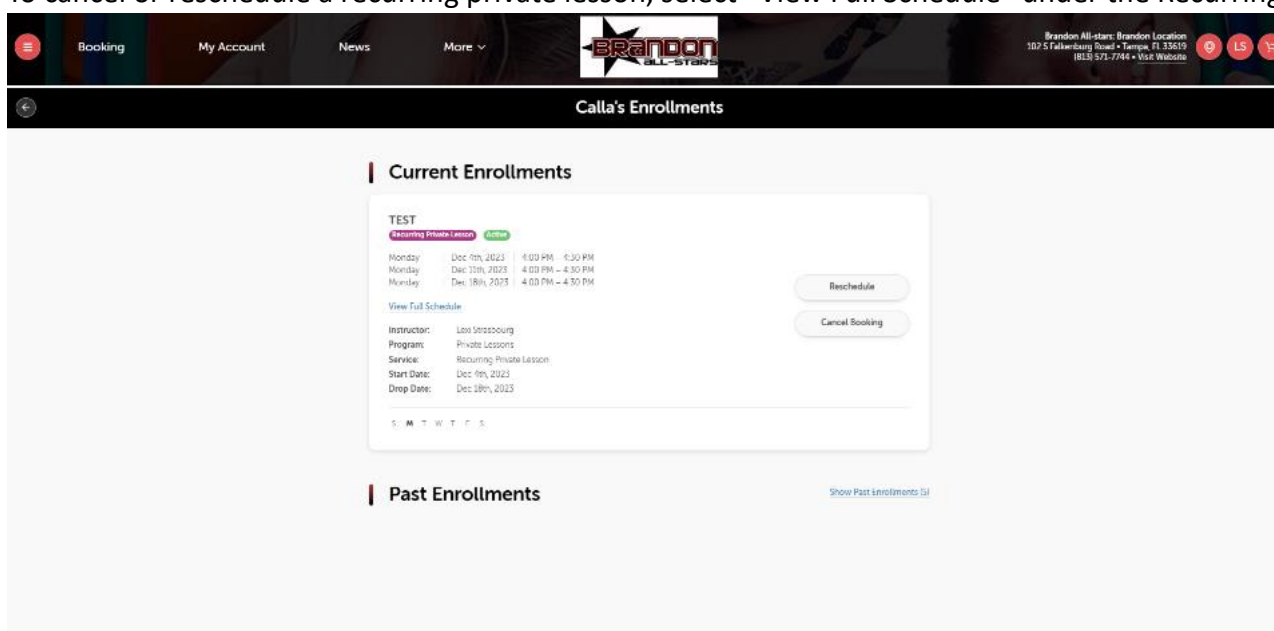
To Book a NEW Recurring Private Lesson:

1. Please visit the following link to fill out the recurring lesson request form: [Brandon Location Recurring Lesson Request Form — Brandon All-Stars \(brandonallstars.com\)](#)
2. Once this form has been completed, please allow 24-48 business hours for us to work on accommodating your request.
3. We will respond to your request letting you know whether we were able to accommodate your request or not.
4. If your request is completed, your lessons will be set up through your iClass portal by the front desk admin. The primary card you have on file will be charged on the 25th of each month prior, following the same billing protocol as the rest of our programs.

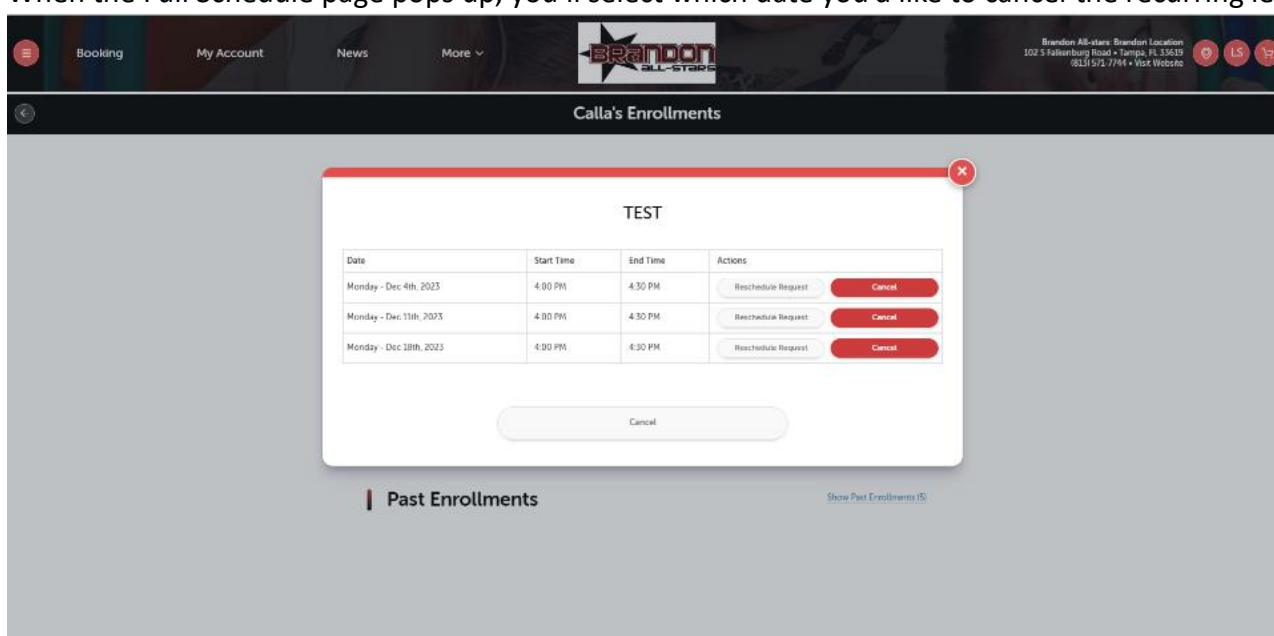
NOTE: All existing private lessons will automatically be moved over to iClass during the transition. The above instructions are for new lessons only.

To Cancel/Reschedule a recurring private lesson (one lesson in a series):

1. To cancel or reschedule a recurring private lesson, select "View Full Schedule" under the Recurring Lesson Enrollment.



2. When the Full Schedule page pops up, you'll select which date you'd like to cancel the recurring lesson.



NOTE: The above instructions are to cancel ONE lesson in a series of lessons. If you would like to cancel your Recurring Lessons completely, please email admin@brandonallstars.com.

***IMPORTANT NOTE:** Private lessons CANNOT be cancelled or rescheduled within 24 hours. If your athlete has a medical emergency and cannot make their lesson within 24 hours, please email admin@brandonallstars.com. A doctor's note must be provided in order to cancel/reschedule a lesson within 24 hours without penalty. A \$25.00 cancellation fee will be posted to your account if a lesson is cancelled within 24 hours and a doctor's note is not provided.