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 EXCECPTIONS ~

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.

	ct the a	thete you	wish to		a private lesson.	
	Booking	My Account	News	More 🗸		Brandon All-stars: Brandon Location 202 5 Falkenburg Nood • Tampa TK, 35619 00 LS (13 1823) 371, 3744 • Viati Nebata
۲					Private Lesson Appointments	
					Who do you wish to enroll?	
					Dr, skip this step and view all private lesson appointments	
					CW	
					Calla Wood ny Iom Penale	

	See Private Lesson Appointments
· · · · ·	

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.

	Booking	My Account	News More ~		Brandon A 102 5 Falkonbur 181	I-stan: Brandon Location g Road - Tampa, FL 33619 § 5/1.7744 - Vatt Website
۲				Private Lesson Appointments		Q (Statuter)
		1 Private Lesson Appoint	ment found			î
		Reset 1 Filter Calla > X	April > Gentlers > Programs	Start Times > Days > Instructors > Sorting >		
		For Calla				
		TEST	Law Streetbourg			
		4:00 PM - 4:30 PM				
		Next Available: Mon	Nov 27, 2023			
		5. M 1 W 1 + 5				
				V Pageloti V		

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.

		1180	all-staps		
0			Event Details		
	TEST				
			Book Now!		
			Available for Calla		
			Details		
	Schedule	Nov 27(6, 2023	. 4 00 PM - 4 30 PM	197.	
	Instructor:	Lox Strasbourg			
	Program	Private Lesson			
	Capacity:	1 Participant			

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".

	Booking	My Account	News More ~	BRANDON	Brandon All-stars: Brandon Location 102 S Fallenburg Road + Serger, R. 33519 BEJS 572-7744 + Vist Webste
۲				New Enrollment	
			TEST		
			Enrolling Student:	🐷 Calla Wood	
			Select Days	@* @*	
				 Mon, Nov 27th, 2023 492 Pm 637 PM 	
				dts Carcal	

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.

		Reserved – Expires in	m 54s		~ 1		
10	art Item: \$0.00				Total Due	\$0.00	
- 11 12	TEST* 1/27/2023 - 11/27/2023 or Cala Wood		Price: Item Total Due	\$0.00 \$0.00	Promo Code	Use Promo Code	
P N	Paying Now (1 of 1) Aon Nov 27th, 2023 4 00 PM - 4 30 PM			Neillinge	Complet	e Transaction	
					By clicking 'Complete Terms & Condition Cancellation Pol	Transaction", (agree to the s and Returns, Refunds & icy for this transaction.	
		Add Enrollments or Bookings					

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"

Students Paym	ents Transaction History	Account	
Students Paym	ents Transaction History	a second s	
		Account Information Login/Security	
Your St	udents		
	CW		
	Calla Wood		
1994 Enrollment	s Evaluations		
⊘ Attendanc	Makeups		
	Edit Student		

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.

	Calla's Enro	ollments	
Curr	ent Enrollments		
TEST	100 (451)m		
Monday	Nov 27th, 2023 4.00 PM - 4.30 PM	Reschedule	
Instructor Program	: Lex Stratoburg Private Lessons	Cancel Booking	
Service: Start Date Drop Date	Private Lesson c New 27th; 2025 c New 27th; 2025		
S M T	W T F I		
Past	Enrollments	Show Past Enrollments (5)	

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

Calla's Enrollm	ents	
Monitary Nov 2701, 2023 4 00 PM - 4 50 PM		
	Heschedule	
Instructor: Teal Strashourg	Carring Packing	
Program, Provide Lessons	(×)	
Start Date:		
Drop Date: Are you sure you wish to cancel Calla's ap	pointment booking in:	
TEST		
TEST	No	
(PANIAL SALLS)		
Westerday Roverenceman environment	P. dada	
	HECTEGLE	
Instructor: Law Strasbourg	Carcel Booking	
Program Private Cessons Service: Private Cesson	- Carton Booming	
Start Data Nov 299, 2023		
Drop Date: Nov 2905 2025		
5 M T W 3 F 5		

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 <u>admin@brandonallstars.com</u>. 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.

©	Calla's Enr	ollments	
	Current Enrollments	before appointment start time	
	Past Enrollments	Show Post Environment (S	

To Book a NEW Recurring Private Lesson:

- 1. Please visit the following link to fill out the recurring lesson request form: <u>Brandon Location Recurring Lesson Request Form Brandon All-</u> <u>Stars (brandonallstars.com)</u>
- 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.

Booking	My Account	News	More 🗸	BRANDON	and I have	Brandon All-stars: Brandon Location 302 S Fallenchurg Moad T Fareps, F1 33519 (BL3) 571-7744 • Visit Website
9				Calla's Enrollments		
		Cu	irrent Enrollm	nents		
		TEST Hood Mored View I Instru- Sarti Drop J	Г то вниже к нисто ару Dec fran, 2023 (f), y Dec fran, 2023 (f), y Dec fran, 2023 (f), rul Schwidzle Extended to Shotspool ant Private Lessons алт. Dec film, 2023 Danie: Dec film, 2023 Danie: Dec film, 2023 Danie: Dec film, 2023 Danie: Dec film, 2023	03 РМ. – 630 РМ. 03 РМ. – 4 30 РМ. 03 ГМ. – 4 30 РМ.	Reschedule Cancel Scoking	
		Pa	st Enrollment	ts	Show Past Enrolments [5]	

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

0		Cal	la's Enrollm	ents	
			TEST		Č)
	Date	Start Time	End Time	Actions	
	Monday - Dec 4th, 2023	4:00 PM	4:30 PM	Reschedule Request Concel	
	Monday - Dec 13th, 2023	4 00 PM	4 30 PM	Reschudura Request Cancel	
	Monday - Dec 18th, 2023	4:00 PM	4:50 PM	Reacteduie Request Concel	
			Cancel		
			_		
	Past Enroll	ments		Show Past Lengthments (5)	

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 <u>admin@brandonallstars.com</u>. 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.