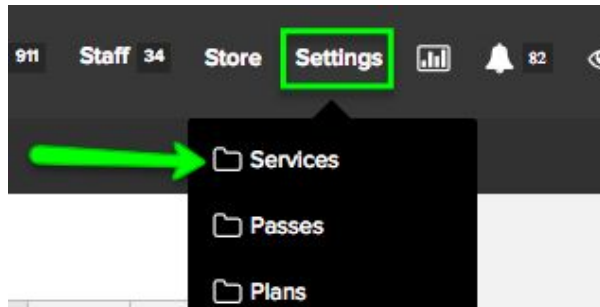


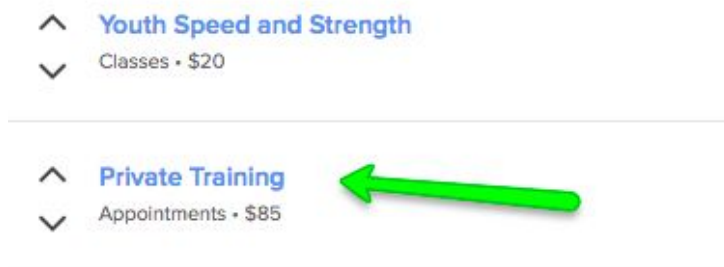
## Make-up Passes

### Setting up a Service to Allow Make-up Passes

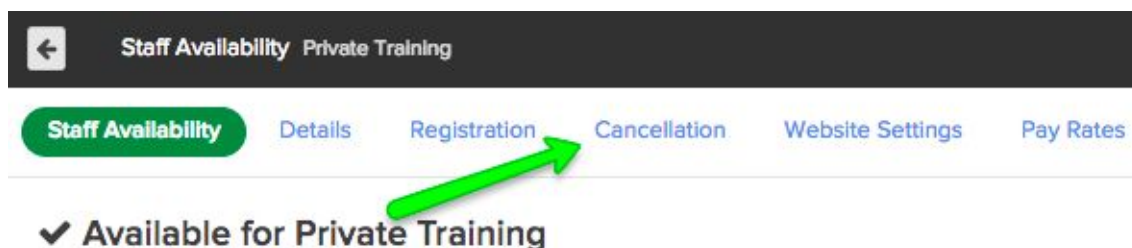
Go to Settings - Services:




Select the service you need to add make-up passes to:



Select the Cancellation tab:



You will want to choose the correct free cancellation window if 24 hours is not correct for your business. Next, you need to ensure visits can be deducted from plans or passes for late cancels and no shows. Otherwise make-ups cannot be issued:

<b>Deadline for free cancellation</b> Clients can cancel for free up to <b>24 hours</b> before	<a href="#">Edit</a>
<b>Cancellation fee</b> <ul style="list-style-type: none"><li>✓ A Free fee may be charged for no shows or cancellations within <b>24 hours</b> of class</li><li>✗ A visit may not be deducted</li></ul>	 <a href="#">Edit</a>

You can add a fee to be charged for people without a plan or pass. You will need to select Yes for allowing a visit to be deducted:

### Allow a fee to be charged?

When marking a client as canceled or no showed, staff can choose to collect a fee.

<input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No

For someone without an applicable plan or pass, you can charge a fee.

\* Late cancellation fee

\$	50.00
----	-------

Revenue category for late cancellation fee

Appointments	▼
--------------	---


### Allow a visit to be deducted?

When marking a client as canceled or no showed, staff can choose to deduct a visit from a client's applicable pass or plan.

<input checked="" type="checkbox"/> Yes	
<input type="checkbox"/> No	

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> Cancel
--	---------------------------------

Next, select Edit next to the Make-up Policy:

<b>Cancellation fee</b> <ul style="list-style-type: none"><li>✓ A \$50 fee may be charged for no shows or cancellations within 24 hours of class</li><li>✓ A visit may be deducted for no shows or cancellations within 24 hours of class</li></ul>	<input type="button" value="Edit"/>
<b>Cancellation policy</b> <p>Cancellation policy You can cancel free of charge before February 17 at 11:23AM. After that time, a fee of \$50 will be charged or a visit will be deducted from an applicable plan or pass.</p>	<input type="button" value="Edit"/>
<b>Make-up policy</b> <ul style="list-style-type: none"><li>✗ Staff members may not issue make-ups</li></ul>	 <input type="button" value="Edit"/>

You will select yes to issue the make-ups, select the pass you want to issue, and the duration of that pass once issued:

### Allow staff members to issue make-ups?

If allowed, after canceling or making a client as a "no show" staff members will be able to issue make-ups.

Yes 

No

### What single visit prepaid pass will be issued?

Private Training

Make-up Pass  
Pays for Private Training

### How long after it is issued will it expire?

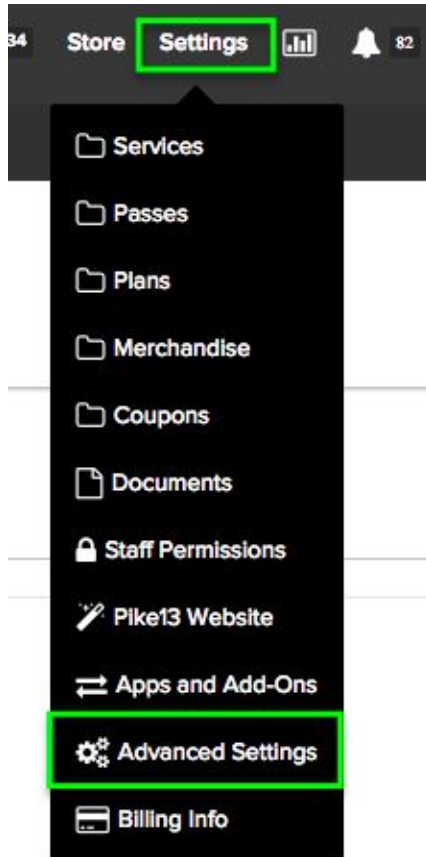
Never

3 months 0 weeks 0 days after it is issued

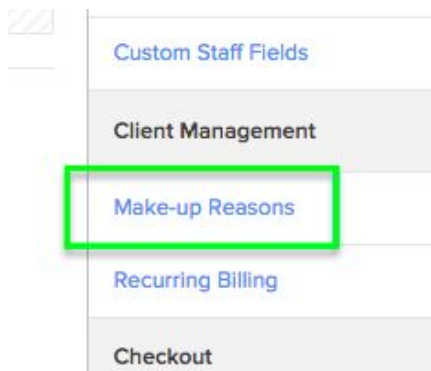
Repeat this process for any other service that should allow make-up passes to be issued.

## Adding Make-up Reasons

Go to Settings - Advanced Settings:



Scroll down the right side of the page and select Make-up Reasons:



You can add more or edit the ones that are there:

**Other**  
Client is unable to attend for some other reason. Specifics can be captured here.

**Sick**  
Client is sick and unable to attend.

**Staff Request**  
Staff member is unable to attend for some reason. Specifics can be captured here.



Enter the make-up reason name and enter a description if you wish:

\* Name

Description

### Issuing Make-up Passes

Go to the schedule and select the session:



From the roster, select the gear icon next to the student's name who late cancelled or no showed:


**? Enrolled (1 of 1)**



**Beth James**  
ENROLLED • Waiver not signed • Terms and conditions not accepted



Select Mark as Cancelled (only available before the session and within the cancellation period) or No Show (available after the session begins):




**Beth James**  
ENROLLED • Waiver not signed • Terms and conditions not accepted

---

**Confirm Beth's attendance**  
Will deduct one visit from 5 PT pass (5 of 5)


---

**Mark Beth as canceled**   
To charge a fee or deduct a visit and get credit for the cancellation in :


---

**Remove Beth from the roster**  
No fees will be collected

Select Charge for Cancellation:

 **Beth James**  
CANCELED • Waiver not signed • Terms and conditions not accepted

---

**Charge for Cancellation**   
You may charge a cancellation fee of \$50.00 or deduct from an existing pass or plan.

---


**Reset Beth's attendance**  
No fees will be collected

---

Appointment reminder was not sent

Deduct the visit from their pass or plan:

### How do you want to charge Beth James?

**Deduct a visit from Beth's membership**   
Deduct from 5 PT pass (5 of 5)

---




**Charge a \$50 fee**

---

**Go Back**

Select the gear icon again:

### ⊘ Canceled (1)

 **Beth James**  
CANCELED • Waiver not signed • Terms and conditions not accepted  

Choose Issue a Make-up

- ✓ Deducted from 5 PT pass (4 of 5)
- ↩ Return deduction to 5 PT pass  
Visit will be marked as unpaid.
- 📁 Deduct from a different plan or pass  
Use one of Beth's other passes or plans, or specify someone else to pay for this visit
- 📁 Issue a make-up ←  
The payment for this visit will be exchanged for a single visit prepaid pass to be used in the future
- ↩ Reset Beth's attendance  
No fees will be collected

Choose the predefined reason, enter any notes you want to leave, and hit save:

Why is a make-up being issued?

Sick ▾ ←

Any other details?

✓ Save

↩ Back