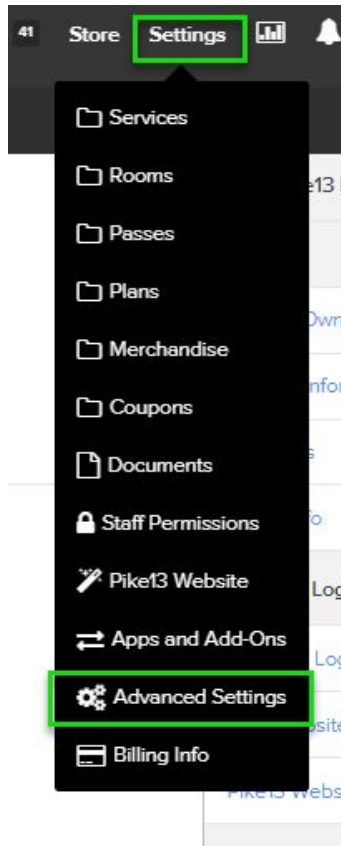


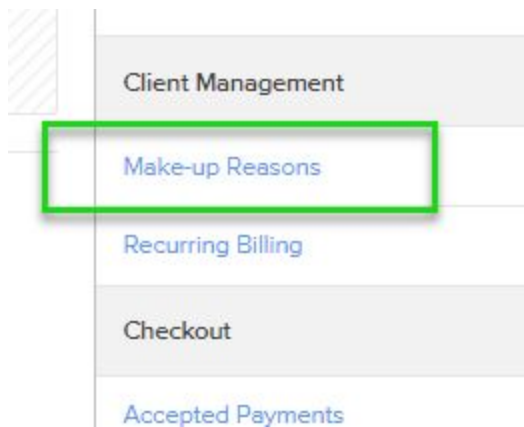
## Make-up Policy

Add/Update your Make-up Reasons

Go to Settings - Advanced Settings



Choose Make-up Reasons under Client Management:



See your current reasons and edit them or add a new one:

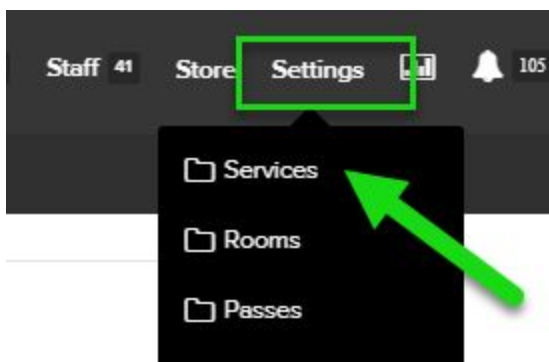
### Make-up Reasons

<b>Other</b> Client is unable to attend for some other reason. Specifics can be captured in the make-up free-form reason field.	>
<b>Sick</b> Client is sick and unable to attend.	>
<b>Staff Request</b> Staff member is unable to attend for some reason. Specifics can be captured in the make-up free-form reason field.	>

[+ Add](#)

## Create Your Make-up Policy


Go to Settings - Services



Choose a service you want to allow make-ups for

- ^ Yoga Class  
v Classes • \$20

---

- ^ Youth Speed and Strength   
v Classes • \$20

---

- ^ Private Training  
v Appointments • \$85

---

Go to the Cancellation tab for that service. Check the late cancellation window:

Class Times   Details   Registration   **Cancellation**   Website Settings   Pay Rates

**Deadline for free cancellation** Edit  
Clients can cancel for free up to **720 hours** before

---

**Cancellation fee** Edit  

- ✘ A fee may not be charged
- ✔ A visit may be deducted for no shows or cancellations within **720 hours** of class

---

**Cancellation policy** Edit  
Cancellation policy You can cancel free of charge before October 13 at **8:30AM**. After that time, a visit *will* be deducted from an applicable plan or pass.

---

**Make-up policy** Edit  

- ✘ Staff members may not issue make-ups
- ✘ Clients may not issue themselves make-ups

Check your Cancellation Fee and make sure you are only deducting a visit. Do not allow a fee to be charged:

#### Deadline for free cancellation

Clients can cancel for free up to 720 hours before

[Edit](#)

#### Cancellation fee

-  A fee may not be charged
-  A visit may be deducted for no shows or cancellations within 720 hours of class



[Edit](#)

#### Cancellation policy

Cancellation policy You can cancel free of charge before October 13 at 8:30AM. After that time, a visit will be deducted from an applicable plan or pass.

[Edit](#)

#### Make-up policy

-  Staff members may not issue make-ups
-  Clients may not issue themselves make-ups

[Edit](#)

## Allow a fee to be charged?

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

 Yes No 

## 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.

 Yes  No

Select Edit next to Make-up Policy:


Class Times   Details   Registration   **Cancellation**   Website Settings   Pay Rates

<b>Deadline for free cancellation</b> Clients can cancel for free up to 720 hours before	<a href="#">Edit</a>
<b>Cancellation fee</b> <ul style="list-style-type: none"><li>✘ A fee may not be charged</li><li>✔ A visit may be deducted for no shows or cancellations within 720 hours of class</li></ul>	<a href="#">Edit</a>
<b>Cancellation policy</b> Cancellation policy You can cancel free of charge before October 13 at 8:30AM. After that time, a visit will be deducted from an applicable plan or pass.	<a href="#">Edit</a>
<b>Make-up policy</b> <ul style="list-style-type: none"><li>✘ Staff members may not issue make-ups</li><li>✘ Clients may not issue themselves make-ups</li></ul>	<a href="#">Edit</a>

Select Yes for staff issuing make-ups and Yes for clients if you want make-up passes automatically issued upon cancellation. If you allow client issued make-ups, you can set a limit to how far before the service starts a make-up pass can be automatically issued.


**Edit Details** Youth Speed and Strength

**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

**Allow clients to issue themselves make-ups?**  
If allowed, when canceling their attendance clients will be automatically issued make-ups.

Yes 

No

**\* How many hours beforehand should make-ups stop being automatically issued?**  
Make-ups will not be automatically issued during this window. Make-ups can still be manually issued through the roster.



If you allow client issued make-up passes, set the reason. Choose the pass you want issued. Determine how long that Make-up pass is good for.

### What will be the make-up reason?

This reason will be automatically set and cannot be changed by the client.

<input checked="" type="checkbox"/> <b>Other</b> Client is unable to attend for some other reason. Specifics can be captured in the make-up free-form reason field.
<input type="checkbox"/> <b>Sick</b> Client is sick and unable to attend.
<input type="checkbox"/> <b>Staff Request</b> Staff member is unable to attend for some reason. Specifics can be captured in the make-up free-form reason field.

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

<input type="checkbox"/> <b>Youth Speed and Strength</b>
<input type="checkbox"/> <b>1 Free yoga pass</b> Pays for 1 Free yoga class, Cache Collision Test, Workshop, and Youth Speed and Strength
<input checked="" type="checkbox"/> <b>Make Up Pass</b> Pays for Level 1, Yoga, and Youth Speed and Strength

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

<input type="checkbox"/> <b>Never</b>
<input checked="" type="checkbox"/> <input type="text" value="2"/> months <input type="text" value="0"/> weeks <input type="text" value="0"/> days after it is issued

Save

Cancel

