

Issuing Make-up Passes

Staff Side

Go to the service the client is cancelling:

	Level 1 Sep 30, 10 - 11 AM Bob Smith Sally Jones, Abby Bob	Personal Training Al Welch Sep 30, 11 AM - 12 PM Youth Speed and S		
	Level 1 Oct 1, 10 - 11 AM Bob Smith Sally Jones, Abby Bob	Youth Speed and S Oct 1, 11 AM - 12 PM Beth James	Weightlifting Class Oct 1, 12 - 1 PM Abby Bob, Aiden Clark	
	Level 1 Oct 2, 10 - 11 AM Bob Smith Sally Jones, Abby Bob	Youth Speed and S Oct 2, 11 AM - 12 PM Beth James Joey Sherwood, Ben Sherwood	Level 1 Oct 2, 12 - 12:45 PM Alexane Witting, Alicia Brewer	
		Youth Speed and S Oct 3, 11 AM - 12 PM Beth James	WOD Oct 3, 12 - 1 PM Cindy Schneider Al Welch, Alan Watts Jr.	
	Level 1 Oct 3, 10 - 11 AM Bob Smith Sally Jones, Abby Bob	Youth Speed and S Oct 3, 11 AM - 12 PM Beth James		

Click on the gear icon next to the client's name:

In this class

2 of 20 clients enrolled

Enrolled (2 of 2)

	Ben Sherwood ENROLLED - Bulk enrolled		
	Joey Sherwood ENROLLED - Bulk enrolled		

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Mark the client as cancelled:

BS Ben Sherwood ENROLLED · Bulk enrolled ✓ ⤴

✓ **Confirm Ben's attendance**
Will deduct one visit from Speed & Strength for 2 people (1 of 1)

⊘ **Mark Ben as canceled** 
To charge a fee or deduct a visit and get credit for the cancellation in your pay, tap this and then tap Charge for Cancellation.

🗑️ **Remove Ben from the roster**
No fees will be collected

Select Issue a Make-up Pass:

BS Ben Sherwood CANCELED · Bulk enrolled

✓ Deducted from Speed & Strength for 2 people (0 of 1)

↩️ **Return deduction to Speed & Strength for 2 people**
Visit will be marked as unpaid.

🎁 **Deduct from a different plan or pass**
Use one of Ben'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 Ben's attendance**
No fees will be collected

Choose the reason for the make-up and any additional details you need to add:

Issue a Make-up to Ben Sherwood for Youth Speed and Strength at 11:00am on Oct 2, 2019

Why is a make-up being issued?

Sick

Any other details?

Ben isn't feeling well today and had to stay home.

✓ Save

↩ Back

You will see that a make-up has been issued for that client under their name:

In this class

1 of 20 clients enrolled

Enrolled (1 of 1)

JS

Joey Sherwood

ENROLLED

Bulk enrolled

Canceled (1)

BS

Ben Sherwood

CANCELED

Make-up issued

Bulk enrolled

If you need to revoke the make-up pass, click the gear icon and select Revoke the Make-up:

⊘ Canceled (1)

BS Ben Sherwood
CANCELED · 🗑️ Make-up issued · 🔄 Bulk enrolled

✓ **Make Up Pass** issued as a make-up

↩️ **Revoke the make-up**
The single visit pass issued for the make-up will be cancelled

✕ Close



Client Side

If you allow make-ups to be issued on the client side, the cancellation button will read Cancel Registration instead of Late Cancel if the cancellation happens before your client issued deadline:

✓ Scheduled for Youth Speed and Strength on Sep 18 at 11:00am

[Ben Sherwood](#) → [Schedule](#)

Youth Speed and Strength • Wed, Sep 18 at 11:00AM

Instructed by Beth James • Pacific Time (US & Canada) • Seattle

Cancellation policy If you cancel, a visit may be deducted from an applicable plan or pass.

🗑️ Cancel Registration



A make-up pass will be automatically issued and added to the client's list of active plans:

Your Dashboard

Important notices

For you, Ben Sherwood and Joey Sherwood

 [Accept the terms and conditions for Unlimited Membership for 2 people before your next visit](#)

Plans & Passes

For you, Ben Sherwood and Joey Sherwood

	Make Up Pass Ben Sherwood • Make-up for Youth Speed and Strength at 11:00am on Oct 2, 2019 • 1 of 1 visits remaining Ends after Nov 13, 2019	>
	Make Up Pass Ben Sherwood • Make-up for Youth Speed and Strength at 11:00am on Sep 18, 2019 • 1 of 1 visits remaining Ends after Nov 16, 2019	>
	Make Up Pass Joey Sherwood • Make-up for Youth Speed and Strength at 11:00am on Sep 18, 2019 • 1 of 1 visits remaining Ends after Nov 16, 2019	>
	Speed & Strength for 2 people Ben Sherwood • 0 of 1 visits remaining this week	>
	Speed & Strength for 2 people Joey Sherwood • 0 of 1 visits remaining this week	>