

# art-K: Parent Guide to Make-Ups

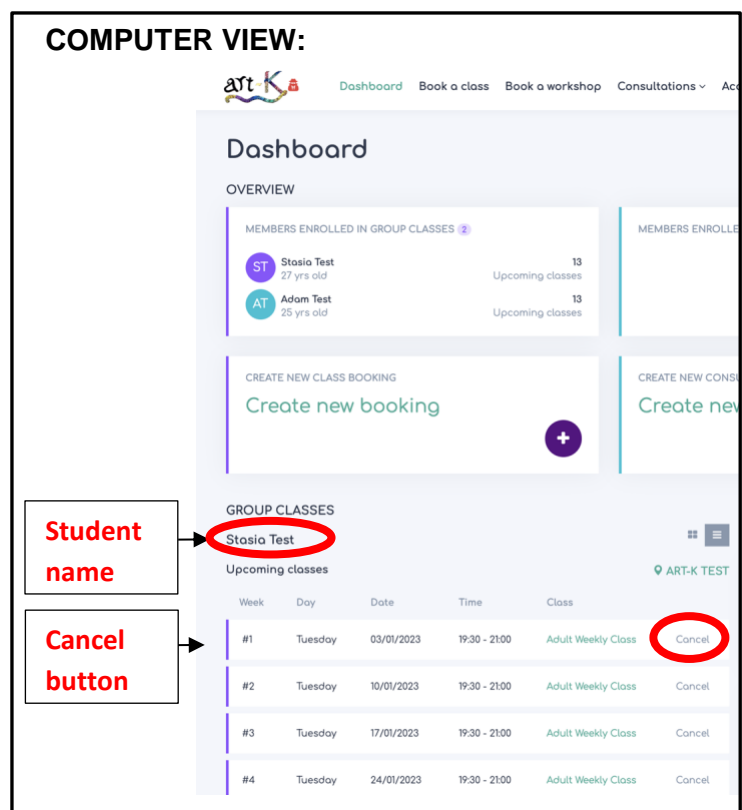
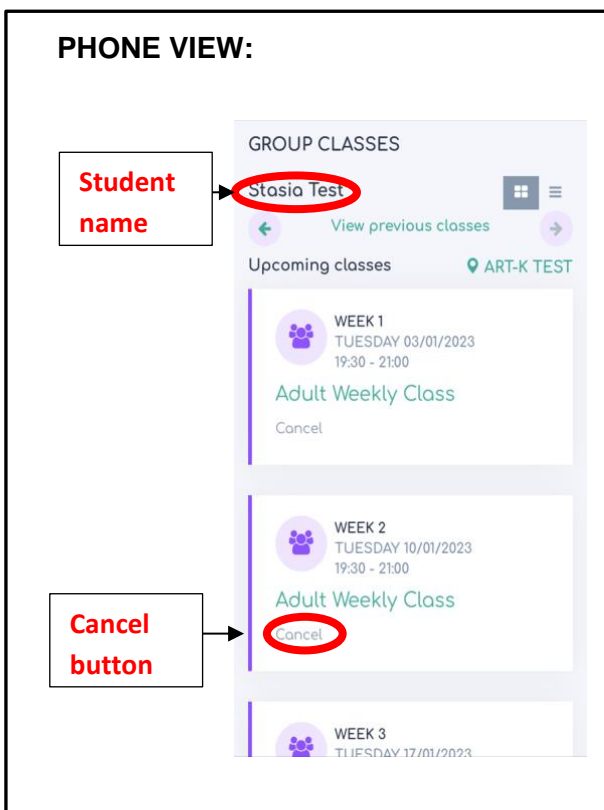
## Overview

- We offer 1 make-up session per student per term, subject to availability.
- To qualify for a make-up session, you must cancel your missed session online via our Parent Portal, before the cancellation cut-off point.
- The cancellation cut-off point is **48 hours before your class start-time**.
- You can then choose and book an alternative make-up session on a time/date that suits you, on the Parent Portal.
- Once you have booked a make-up session, we are not able to reschedule your make-up class to another date. Please check your date carefully before booking a make-up.
- You must use your make-up credit within the same term as your cancelled session.

## Step-by-step guide: cancelling sessions and booking make-ups

### How to cancel a session (in a current term)

1. Log into your Parent Portal: <https://portal.art-k.co.uk/login>
2. On the dashboard, your child's upcoming sessions are listed under 'group classes'. (If you have multiple children, scroll down to see a separate list per child).
3. Click the 'cancel' option next to the relevant session date, then click 'yes' to confirm.



## How to cancel a session (in a future term)

1. Log into your Parent Portal: <https://portal.art-k.co.uk/login>
2. (If on laptop): Click your name in the top right-hand corner, and select Enrolments  
(If on phone): Click the top right-hand menu icon > Profile > Enrolments
3. On the booking which contains the class you need to cancel, click 'details'

The screenshot shows the 'Enrolments' page with the following table:

Child	Centre	Description	Created on	
Test Child	art-K Test	Make-up class	13 Dec 2022 12:56	<a href="#">Details</a>
Test Test	art-K Test	Trial class	14 Nov 2022 15:12	<a href="#">Details</a>
Test ChildTwo	art-K Test	Trial class	13 Nov 2022 17:33	<a href="#">Details</a>
Test Child	art-K Test	Entire term	10 Nov 2022 14:05	<a href="#">Details</a>

Showing 1 to 4 of 4 entries

4. On the class date you wish to cancel, click 'cancel', then click 'yes' to confirm. (If on a phone, you may need to scroll to the right to see the 'cancel' icon next to the session date).

The screenshot shows the 'Enrolment details' page with the following table of lessons:

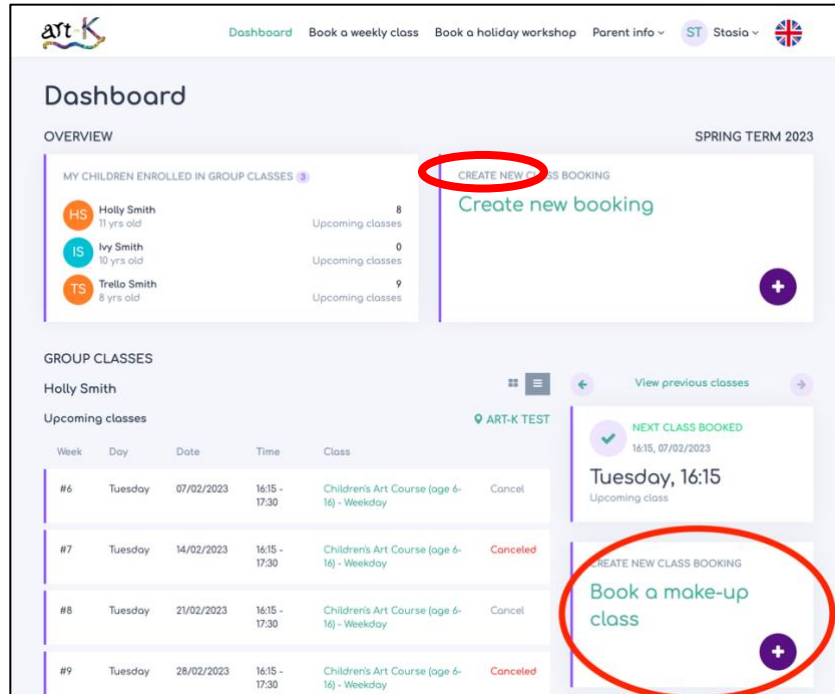
Day	Date	Time	Action
Tuesday	3 Jan 2023	16:15 - 17:30	<a href="#">Cancel</a>
Tuesday	10 Jan 2023	16:15 - 17:30	<a href="#">Cancel</a>
Tuesday	17 Jan 2023	16:15 - 17:30	<a href="#">Cancel</a>
Tuesday	24 Jan 2023	16:15 - 17:30	<a href="#">Cancel</a>

Summary box on the right:

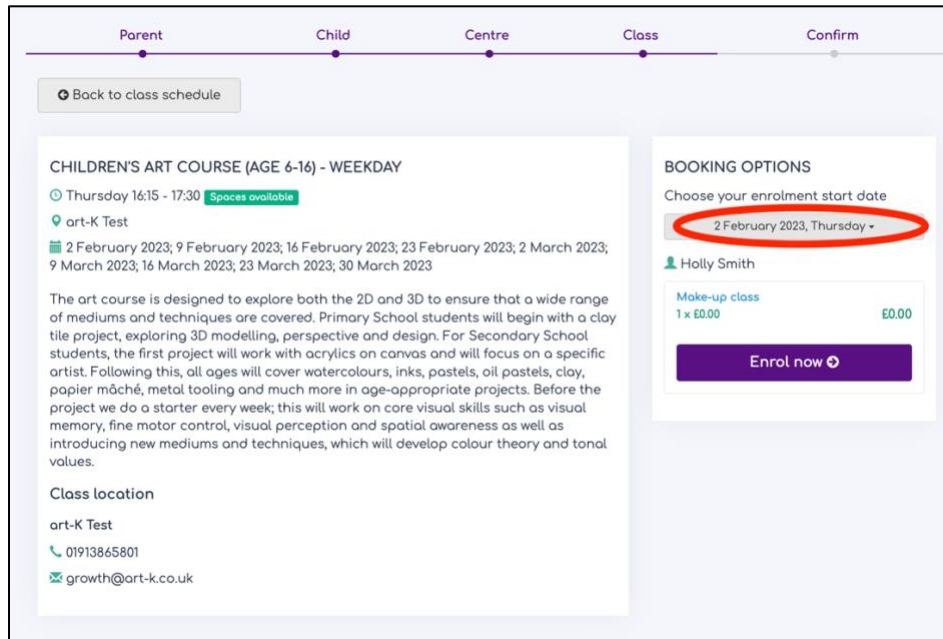
- ORDER #411612
- ART-K TEST
- SPRING TERM 2023
- Children's Art Course (age 6-16) - Weekday**
- Holly Smith
- Entire term

## How to book a make-up session

1. Log into your Parent Portal: <https://portal.art-k.co.uk/login>
2. On your dashboard, click 'book a make-up class'.



3. Choose your preferred day of the week from our timetable and click 'info and booking'.
4. Choose your make-up date from the drop-down box, then click 'enrol now'.



5. On the next page, click 'confirm'. You will then receive a confirmation email of your make-up booking.

## FAQs

### **Why do you require 48 hours notice to cancel a session?**

- This enables us to offer your cancelled space to other students as a make-up session - keeping the whole make-up system going!

### **What if my child is ill and I can't give you 48 hours notice?**

- We understand that you can't always predict absences. While we can't guarantee a make-up credit for cancellations less than 48 hours before a class, we will consider illness-related absences (or similar exceptional circumstances) individually and be accommodating where we can. Please email us with as much notice as possible to request this.

### **I've booked a make-up class but plans have changed – can I reschedule the make-up?**

- Once you have booked a make-up session, we are not able to reschedule your make-up class to another date. Please check your date carefully before booking a make-up.
- If you click 'cancel' on your make-up booking, this will **not** restore your make-up credit.

### **I can't see an option to book a make-up - why?**

- If you can't see the 'book a make-up' option, this means one of the following:
  - You haven't cancelled your class on the Parent Portal within our cancellation deadline
  - Your child has already had a make-up class this term
  - You are trying to book a make-up class for next term, and the current term is still in progress
- If you think there's a mistake on our system, please contact your teacher.

### **I haven't used my make-up credit this term, can I carry it over to next term?**

- Make-up credits must be used within the same term as your cancelled session. We are unable to carry over make-up credits from one term to the next.

### **I have a make-up credit but there are no available sessions, what can I do?**

- We offer make-up sessions subject to availability. Once a class is full, we can only offer a make-up session if another child cancels their space in advance. We stick to our class size limits to deliver the highest quality teaching possible - ensuring every child has a high teacher:student ratio and ample workspace.
- Parents can cancel their classes until 48 hours before the session, so there's always a good chance a new make-up spot will open up. Try checking our make-up availability again in a week.

### **Who will teach the make-up class?**

- Each class's teacher is normally listed at the bottom of the timetable class page – if not, contact your local club to find out.