

# ARTWORKS

## POLICIES AND PROCEDURES

### MAKE-UP POLICY

#### SCHEDULED MAKE-UPS

- \* Each student is eligible for a maximum of 2 SCHEDULED MAKE-UP CLASSES per month during the school year for classes cancelled with the office no later than by 12 NOON the day PRIOR to the absence. However, greater notification is always appreciated, so please notify us as soon as you know your student will be absent.
- \* Make-ups can be done prior to missing the class but must be completed within one month (4 weeks) of the date of each absence. Any absences beyond 2 per month or ones that have expired can be made up as "Same Day Make-ups".
- \* Make-ups may only be scheduled while a student is enrolled in the program.

#### SAME DAY MAKE-UPS

- \* This applies to any LATE CANCELLATIONS or absence notifications that our office receives AFTER 12 NOON the day prior to the absence, 3<sup>rd</sup>/4<sup>th</sup> absences, illness, emergencies, or any other reasons that are not eligible for a regular scheduled make-up.
- \* Our office must receive notification BY THE DAY OF the absence in order to be eligible for a Same Day Make-up. If no notification is received, all make-up opportunities for the absence are forfeited.
- \* TO SCHEDULE A SAME DAY MAKE-UP you must contact the office AT 12 NOON OR LATER ON THE DAY YOUR STUDENT IS FREE FOR A MAKE-UP to check availability for that day. We only release same day make-ups after 12 noon each day if we are not able to fill empty spots with prioritized scheduled make-ups. Any open spots we have remaining for the current day, we are happy to fill with same day make-up students. To check for Saturday same day make-ups, call the office after 12 PM on Friday as our office is closed on Saturday.
- \* As long as notification of the late cancellation is received, same day make-ups are unlimited and do not expire. However, please make every effort to notify us as early as possible to allow our office the greatest opportunity to fill the seat with a make-up. The office does not keep track of same day make-ups and it is an honor system. You may call in as often as you like until you are able to make-up missed time for late cancellations.

#### HOW TO NOTIFY OUR OFFICE OF AN ABSENCE

- \* CALL OR EMAIL: CALL (415) 759-5757. If you do not reach someone directly please leave a voicemail (it will be timestamped with the time and date of your call) OR EMAIL [info@artworksfineartstudio.com](mailto:info@artworksfineartstudio.com)
- \* Please make sure to leave your student's full name, class day, time and studio, and SPECIFIC AVAILABILITY for make-ups along with the date(s) of absence. We ask that you provide at least 2 days of the week as options so our office has an opportunity to schedule your make-ups before they expire. We will contact you as soon as space becomes available at one of your requested times.
  - o 1-hour class times are: Monday-Friday 3:30, 4:45 & 6:30 AND Saturdays 9:00, 11:00, 1:00, 3:00 & 4:15
  - o 1½-hour class times are: Monday-Friday 4:45 & 6:30 and one early class on Fridays only at 3:00 AND Saturdays at 9:00, 10:30, 1:00, and 2:30
- \* Once a make-up is scheduled, it cannot be rescheduled, so please make sure the make-up you accept will work for you.

SUMMER MAKE-UPS - During June, July and August, we allow unlimited make-ups for classes cancelled the day prior to the absence by 12 NOON, but we require that ALL make-ups for summer absences be completed by the end of August. If you are going to miss a significant amount of class time in the summer, please notify the office as early as possible in the months prior to summer in order to broaden your make-up opportunities and potentially schedule make-ups before your summer absences.

### CANCELLATION of ENROLLMENT / WITHDRAWAL

Please notify our office no later than the 10<sup>th</sup> of the month if your child will not be continuing classes the following month. This allows us ample time to suspend your payment and process the withdrawal of your student. If sufficient notice is not given, you are responsible for payment for the following month. If your child cannot attend his or her regularly scheduled class the following month, you may schedule make-up classes at an alternate time for all missed classes for that month or transfer the make-up credits to a current sibling/ family member. Exceptions can be made to schedule the make-up classes once the student is no longer enrolled as long as it is within a reasonable scheduling timeframe of the withdrawal.