



**School of Art**  
**01494 670372**

## **Missed Classes**

1. Every company aims to have what is called a “USP” or a Unique Selling Point. At artsmart our USP is the way that we respond to you “our customer” when you miss a class that you have paid for.
2. Quite simply we will encourage you to attend a “make up” class either with the same tutor or a different one depending on what suits you best. e.g. If the same tutor runs a similar course both on Tuesday and Wednesday evenings then you can attend both in the same week in order to make up for not having been able to attend either in the previous week.
3. For practical purposes we suggest that you let us know in advance if you plan to attend a “make up” class. We will let the tutor know and if there are problems with the size of the class that week we will ask you if there is an alternative date that would be possible.
4. There are no restrictions in terms of which classes you can attend in order to make up for a missed class. If you want to try something completely different then you can do so again subject to availability.
5. We regret that you cannot carry over missed classes from term to term.
6. Please note that we will not refund any part of your course fee in the event that you miss one or more classes.

**November 2012**