

Our facility is closing for two weeks, is there a way to credit all families for the missed classes?

Last Modified on 11/03/2020 12:35 am EST

Sometimes events can occur that require you to close your facility for a period of time. To compensate families for the missed classes it may be your policy to offer account credits rather than issuing refunds.

To offer account credits to multiple families at once you have two options:

- Post a credit to families with students enrolled in a particular class
- Post a credit to families with students enrolled in different classes



Remember to go to the family records and link those credits to fees to ensure accurate reporting.

Click on **Learn More** to see our Help Center article: *What to Do When the Unexpected Happens*

