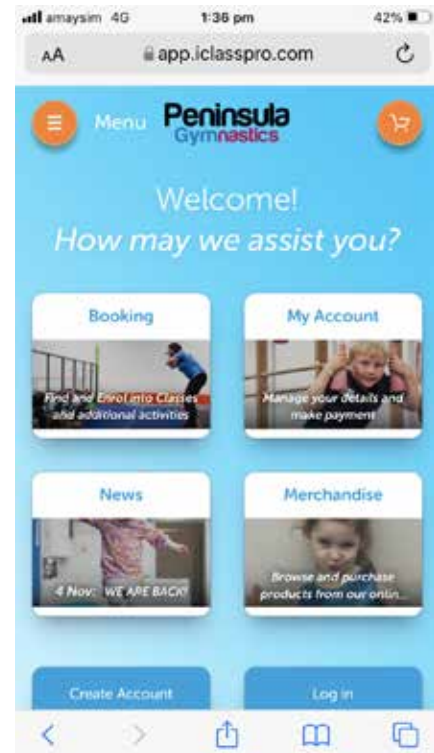


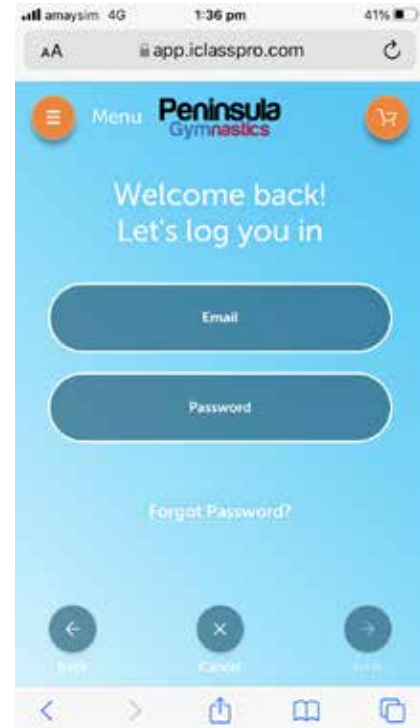
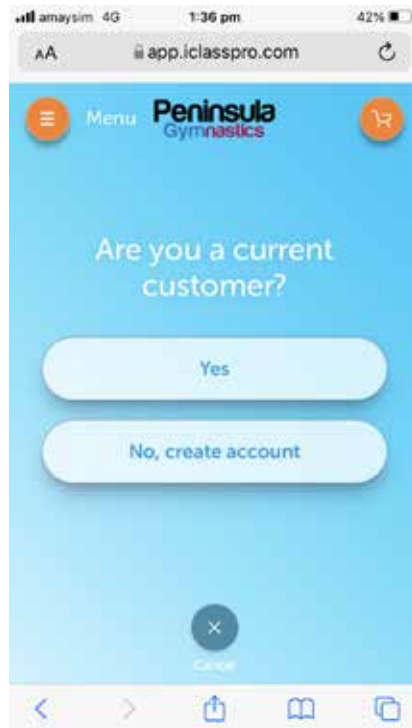


How to Book a Makeup via the Customer Portal

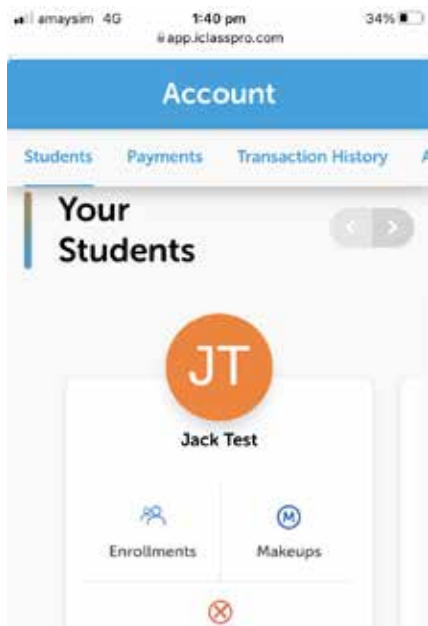
- Go to the [Customer Portal](#) and select **Click to begin**, then click **My Account**



- Click **Yes** to the question 'Are you a current customer' and then **Login**, using your email address provided to us and your password (if you have forgotten your password, click "Forgot Password" and enter your email address, type in the Verification Code which will have been sent to your email address, enter your new password, remembering to use Uppercase and Lowercase letters, click "Update Password", your new Password has been reset)

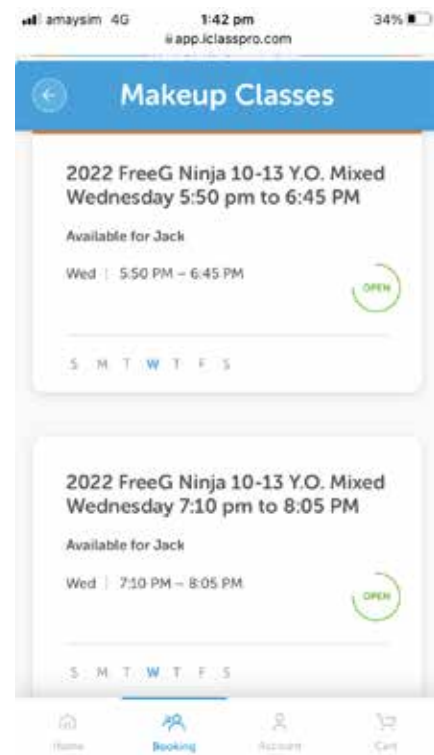
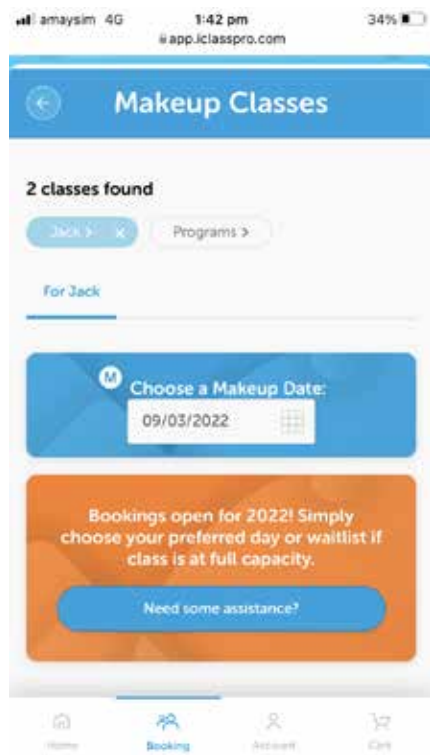


- Your Students will appear (swipe across to find relevant child if using a phone), then click on **Makeups** under the relevant Student's name - If the student has a makeup token available and has a current active enrolment, a button will appear that says **Request** for you to click on

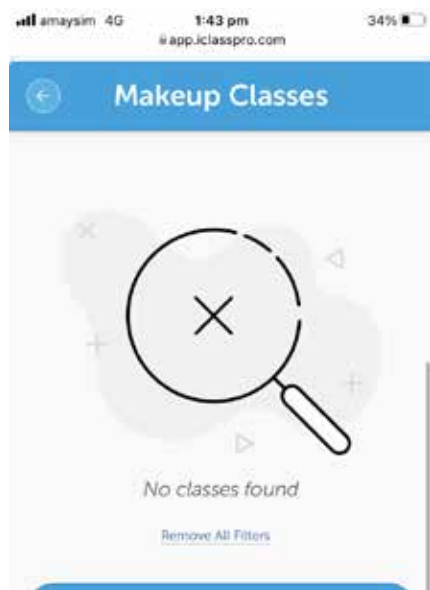




- Choose the date you are available for / would like to make a booking, and class options will appear if there's availability to book in (i.e where there is an expected future absence of another student)



- If nothing is available on that date you can try entering another date up to 2 weeks ahead - Select available class, then click [Submit Request](#)





- You will receive an email to confirm the details of the makeup class
- **Congratulations**, your makeup class is all booked!
- Peninsula Gymnastics will automatically receive a notification so we know to expect your child for a makeup

