

Download our App to enjoy the conveniences & flexibility!

- View upcoming schedules
- Provide leave of absence by withdrawing class to refund the session*
- Book make up class with the refunded session within expiry date
- Book newly release workshops and holiday program
- Check out available appointment-based workshops
- Receive reminders for classes and invoice payment
- Paynow payment via app is available
- Receive announcement and progress report from the teachers

*Withdraw 3hrs before the scheduled class.



www.artlettecolours.com | hello@artlettecolours.com | 8128 5430

USER GUIDE TO ARTLETTE APP

DOWNLOAD THE ARTLETTE APP



[IOS APPLE STORE](https://apps.apple.com/sg/app/artlette/id6447134220)

<https://apps.apple.com/sg/app/artlette/id6447134220>



[ANDRIOD GOOGLE STORE](https://play.google.com/store/apps/details?id=com.artlettecolours)

<https://play.google.com/store/apps/details?id=com.artlettecolours>



IMPORTANT NOTICE

1. Registration & material fee is payable for each new student who joins the regular program. Materials fee includes all art supplies and stationery used in studio.
2. For kids program, student is required to replenish their oil pastels and acrylic paints. Additional materials fee is needed when student is promoted to Hobbyists or Portfolio Management program to access different sets of art supplies.
3. Each student is eligible for a make-up class by providing notice of withdrawal at least 3 hours before the scheduled class via Artlette App. Otherwise, the session will be automatically consumed. For urgent leave of absence, please WhatsApp the respective branches. Make up classes are available for booking 15 hours prior to the commencement of the classes using Artlette App and are subjected to availability.
4. Each weekly program has an expiry date. All sessions must be used before expiry and unused sessions will be forfeited. For classes falling on Public Holiday and studio closure dates, program expiry is extended. Student can attend lessons more frequently than weekly (subject to slot availability) but strictly no extension of expiry.
5. Official student feedback is 2-3 months. Should you require more frequent updates, please feel free to approach the teachers.
6. You will be notified on the payment of program fee and materials fee (when applicable) and fees have to be paid to confirm your class slot. Students who are late for payment will be considered as re-joiners and materials fee will be applicable.



LOGIN FOR EXISTING STUDENTS



Welcome back!

Don't have an account? [Register](#)

Click on **“Forgot Password”** OR **“Are you an existing student logging in for the first time?”**

Do not 'Register' a new account / email.

First time registered user login ✕

Submit your registered email and we'll send a link to set your password.

Input the e-mail address that you have registered with us.

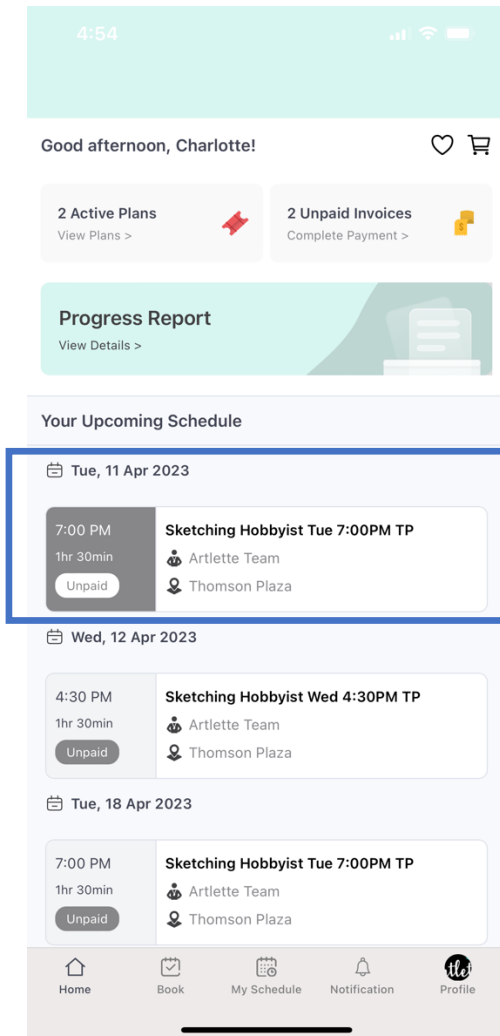
If you do not remember which e-mail you have used for the registration. Please WhatsApp us at 8128 5430.

If the email is correct, you will receive the password reset email. Otherwise, please check your spam folder as well.

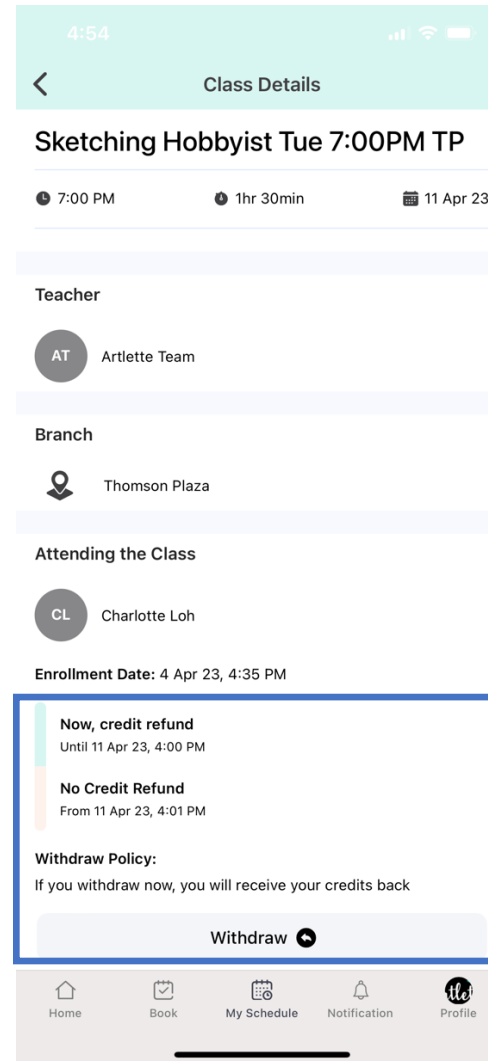
User guide for the app can be found at <https://www.artlettecolours.com/faq>

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1. PROVIDING LEAVE OF ABSENCE 3 HOURS BEFORE THE SCHEDULED CLASS



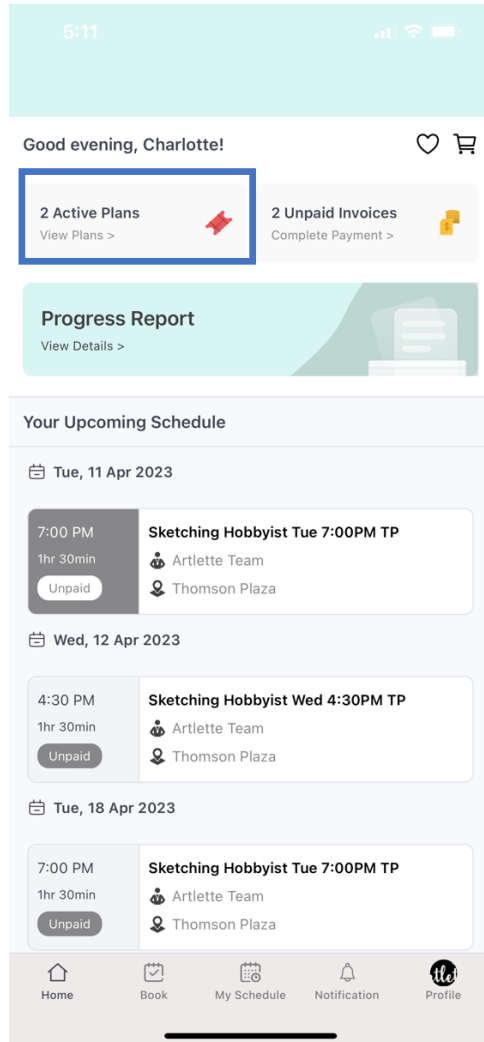
Click on the class that you cannot attend



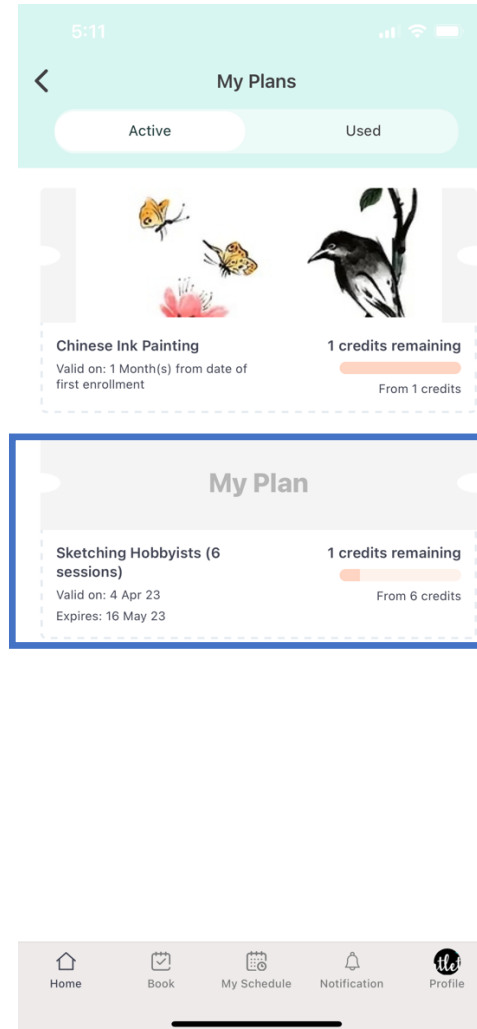
Click on 'Withdraw' to obtain the session refund when you withdraw 3 hours before scheduled class

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2. BOOKING MAKE-UP CLASS WITHIN PROGRAM EXPIRY

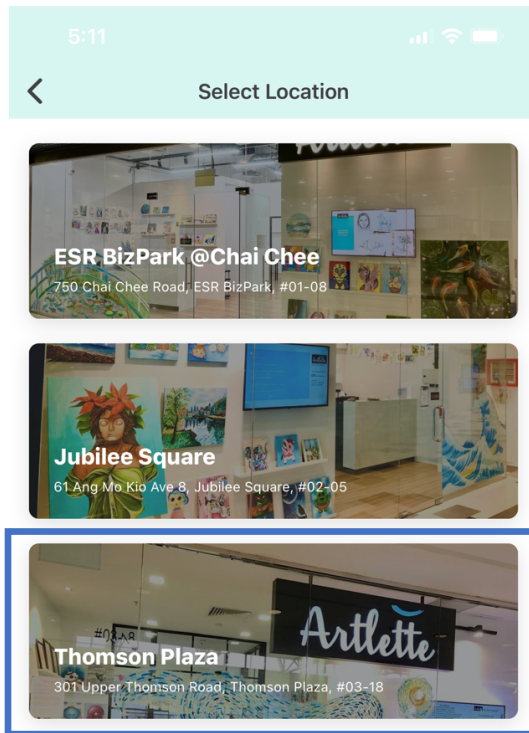


You can click on the 'Active Plans' to check the refunded session



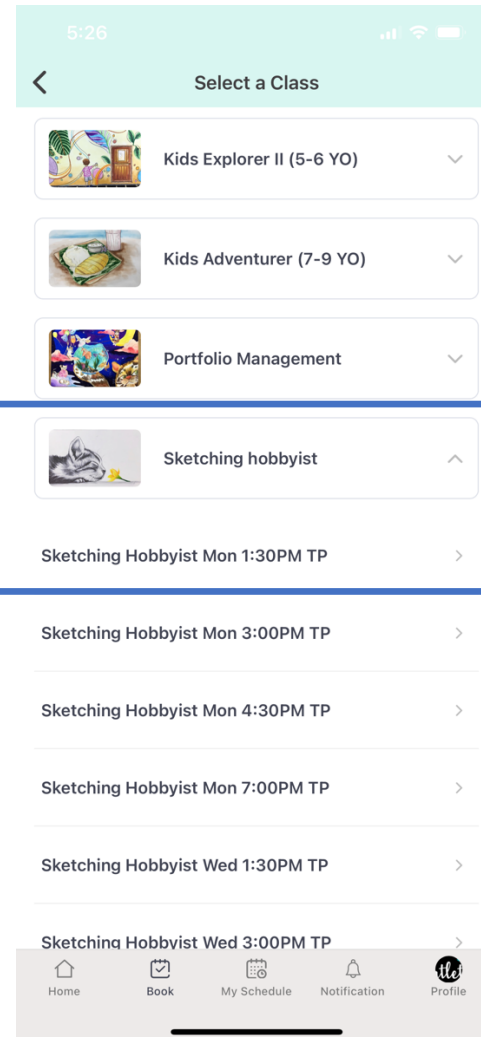
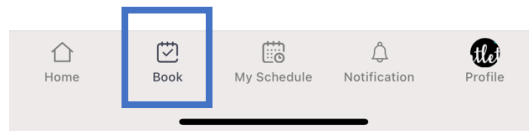
1 session is refunded. This session has to be rebooked within program expiry (e.g. 16 May 2023)

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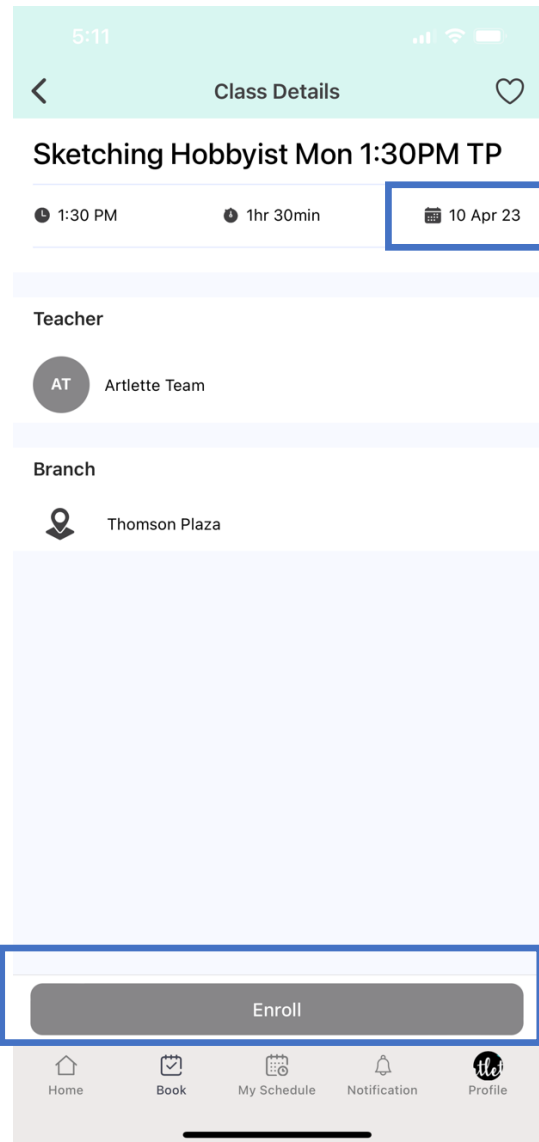
Click 'Book' and select 'Discover all Classes'.

Select your class location.



Click on your program ad choose the make-up class.

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Ensure the make-up class is within program expiry.

Click 'Enroll' and your make-up class is confirmed.