



Welcome

A short guide for students

Everything at BAY Studios happens live. There are no recordings to catch up on — just a real teacher, a small room, and a time you turn up for. This guide shows you how to find a class, book a place, and join on the day.

BAY Studios · bfemuniversity.com/APP/ART
Founded by artist Stephanie Kent

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The short version

- 1 Find a class that suits you and the time you're free.
- 2 Book your place with your name and email.
- 3 If the class has a fee, pay with PayPal. That's the end of it — nothing else to do.
- 4 We email your class details, including a link to your classroom.
- 5 Open that link on the day. The room lets you in 15 minutes before the start.

Nothing is recorded

Every class runs once, live. If you can't make the time, it's better not to book — there's no replay to watch later, and your place could go to someone who can attend.

Finding a class

Three ways to look, depending on how you like to browse.

PAGE	BEST FOR
Home	Seeing what's happening right now and what's coming up next. The headline changes through the day — "On air right now", "Class starts in 12 minutes", "The studio opens at 6".
Schedule	A seven-day view, one column per day. Best when you already know which evening you're free.
Classes	Everything on the calendar, with filters for category, today, tomorrow and free classes, plus a search box. Best when you know what you want to learn.

Six things to learn

Classes are grouped into six worlds: **Creative Arts, Body & Mind, Languages & Literacy, Professional Growth, Academics** and **Lifestyle**. Every class also has a level — All levels, Beginner, Intermediate or Advanced — so you can tell at a glance whether it's pitched at you.

What a class page tells you

- **What you'll leave with** — the actual outcomes, not marketing copy.
- **What to bring** — materials you'll need to hand. Worth checking before you book.
- **Your instructor** — who's teaching, and what they've taught.
- **How many places are left**, how long it runs, and how many sessions it has.

PART 2

Reading the schedule

Times on the site aren't static — they count themselves down while you're looking.

WHAT YOU SEE	WHAT IT MEANS
On air · 04:12	Happening right now, four minutes in.
In 12 min	Starting very soon. The room is already open.
Today 6:00 PM	Later today.
Tomorrow 7:00 PM	Tomorrow evening.
Sat Aug 15 · 6:00 PM	Further out this week.

All times shown are **studio time (America/Detroit)**. If you're in another timezone, do the maths once when you book and put it in your own calendar.

Places left

Each class shows how many places remain, with a small bar that fills as it books up. When only a few are left it turns red. Rooms are deliberately small so everyone gets attention — popular classes do fill.

Booking your place

- 1 Open the class you want.
- 2 Enter your **name** and **email**, and choose how many places you need (booking for a friend or your child is fine).
- 3 If you have a discount code, type it in and press **Apply** — you'll see the new total before you commit.
- 4 Press **Reserve my place**.

For a **free class** you're done immediately — your place is confirmed and the email with your joining link is on its way.

For a class with a fee, your place is **held for 30 minutes** while you complete enrolment (see Part 5).

Use an email address you actually read

Everything — your joining link, the class time, what to bring — arrives by email. There's no account to log into and no password to remember, so that email is your only copy.

Discount codes

If you've been given a code — from your instructor, or after a previous class — enter it on the class page before you book and press **Apply**.

You'll immediately see the breakdown: what the class costs, how much comes off, and what you'll actually pay. Nothing is charged until you continue.

IF YOU SEE	IT MEANS
"That code isn't recognised"	Check for typos. Codes aren't case-sensitive, so capitals don't matter.
"That code has expired"	It was time-limited and the window has closed.
"That code has been fully used"	It was limited to a number of students and they've all claimed it.
"That code doesn't apply to this class"	It's valid, but only on certain classes or a particular instructor's.

Codes apply per booking, not per place

A percentage code comes off your whole booking, so booking two places together applies it to both.

Tuition

Some classes are free. The rest are paid by PayPal, and it takes one click.

- 1 After you reserve, you'll see the tuition and a **Complete enrolment** button.
- 2 That opens PayPal in a new tab with the amount already filled in.
- 3 Send the payment. **That's the end of it.**

You won't be asked to confirm anything

Once you've paid, you're finished — there's no "I've paid" button to press and no form to fill in. The studio checks the payment at their end and emails your confirmation. If you don't hear back within a day or so, just reply to your first email.

Adding **your name in the PayPal note** genuinely helps — it's how the studio matches your payment to your booking, especially if your PayPal account is under a different name.

If you change your mind

Reply to any email from the studio. Ask about refunds before you book if the class is one you might have to miss — policies are set by the studio, not by this website.

The emails you'll get

EMAIL	WHEN, AND WHAT'S IN IT
"One step left to enrol"	Right after you book a class with a fee. Has the date and time, what the class covers, the tuition, and the PayPal button.
"You're enrolled."	Your confirmation. Free classes get this straight away; paid classes get it once the studio has checked your payment. This one has your joining link.
"Your booking was cancelled"	Only if a booking is cancelled.

What's in your confirmation

- The full date, start and finish time, and timezone
- What the class covers
- Your instructor, the subject and level
- What to bring
- **Two ways to join** — a button to your classroom page, and the direct meeting link

Can't find it?

Check your spam or promotions folder, then add the studio's address to your contacts so the next one arrives properly. If it's genuinely not there, get in touch — it can be resent.

Joining your class

Open the link in your confirmation email. That's it — no app, no account, no download.

- 1 Click **Join the class** in your confirmation email.
- 2 Your browser will ask permission to use your camera and microphone. Say yes.
- 3 You'll get a chance to check how you look and sound before you go in.
- 4 Join. You'll arrive with your microphone muted — unmute when you're ready.

The door opens 15 minutes early

Before that, the link shows you a countdown instead. Arriving five minutes early is a good habit — it gives you time to sort out camera and microphone without missing the start.

Your link is yours alone

It's tied to your booking, so please don't forward it. If someone else wants to come, they need their own place — rooms are small and the class is planned around the number of people in it.

If the link doesn't work

- **"The room opens 15 minutes before"** — you're early. Keep the tab open.
- **"Your place isn't confirmed yet"** — the studio hasn't checked your payment. Reply to your email.
- **Nothing loads** — use the direct meeting link further down the same email, or try a different browser.

More ways to learn

Beyond the weekly group classes, there are a few other ways in.

One-on-one sessions

Want private time on exactly what you're working on? On the one-on-one page, pick a teacher and tell them when you're available — for example “Monday to Wednesday between 3 and 5 PM.” They'll email you to agree a time and send the video link. It's shaped entirely around you.

Learn English through art

If English isn't your first language, this programme teaches art in clear, live English — so you practise naturally while you create. There's **up to 50% off**, and how it works is explained in six languages. Look for the “Wanna learn English through art?” tile on the home page.

Art for college applications

For students aiming at competitive colleges, these classes help build a real art portfolio and the confidence to talk about it — the kind of thing an application remembers.

Suggest a class

Want to learn something we don't offer yet? Post it on the ideas board and vote for others' suggestions. The most-wanted ideas are the ones we schedule next — so your vote genuinely shapes what's taught.

Find all of these on the home page

They each have a tile under “More ways to learn,” and there's a link in the site footer too.

Before your first class

Five minutes of preparation makes the difference between joining calmly and joining flustered.

What you need

A device	Laptop, desktop, tablet or phone. A laptop is easiest for practical classes where you need your hands free.
A browser	An up-to-date Chrome, Edge, Firefox or Safari. Nothing to install.
Camera & microphone	Built-in is fine. Headphones make a real difference — they stop echo for everyone.
Internet	Normal home broadband. If it's shaky, turning your camera off helps.
Your materials	Whatever the "what to bring" line said. Have it out and ready before you join.

Set yourself up

- **Light on your face, not behind you.** A window in front of you beats one behind.
- **Prop the camera at eye level** if you're on a phone or tablet — a stack of books works.
- **For practical classes**, angle the camera so your teacher can see your hands and your work, not just your face. That's how they'll help you.

In the room

Your controls

BUTTON	DOES
Microphone	Mute and unmute. You arrive muted.
Camera	On or off. Turning it off can help a weak connection.
Share screen	Show your work — useful for digital classes.
Chat	Type a question without interrupting.
Raise hand	Signal you'd like to speak. Handy in a full room.
Tile view	See everyone at once instead of just the speaker.
Leave	Leave the class.

Getting the most out of it

- **Ask.** This is the entire reason the class is live rather than a video. A question asked is worth more than an hour of watching.
- **Mute when you're not talking** if there's noise around you.
- **Show your work.** Hold it up to the camera. Teachers can only help with what they see.
- **It's fine to be a beginner.** Levels are marked on every class for a reason, and nobody in the room started out good.

Please don't record

Classes aren't recorded, and other students are in the room. Treat it the way you'd treat a room you'd walked into.

Questions

IF...	THEN
Your confirmation email never arrived	Check spam, then reply to any earlier email from the studio.
You paid but haven't been confirmed	Give it a day, then get in touch. Payments are checked by a person.
You need to cancel or move	Reply to your email as early as you can — someone else may want the place.
The class was full	Check the schedule; popular classes usually run again.
You're not sure a class is right for you	Read "what you'll leave with" and the level. Or ask — the studio would rather you were in the right class.
Something went wrong during a class	Tell the studio. They'd want to know.

One rule worth remembering

Everything runs at a fixed time and nothing is recorded. Put your class in your calendar the moment you book, with an alarm fifteen minutes before. That single habit prevents almost every problem students run into.