

## FAQ – ACUITY SCHEDULING & PAYMENTS -- STUDENTS

### ***How do I register for a class?***

Use a phone or computer to go to the Schedule page of the YCOM website ([yogacoop.com/schedule](http://yogacoop.com/schedule)) and follow the instructions there.

### ***How do I pay for a class?***

**There are currently several options for this:**

(a) **Credit/debit card** payments can be done easily at the time of registration near the end of the process. (YCOM encourages this method, as it is less demanding of our limited volunteer work time.) They can also be done later with the button provided in a confirmation email.

(b) **Checks** for all classes should be made out to the **Yoga Co-op of Madison**; they can be dropped off at the studio or mailed to YCOM's address (812 E. Dayton St. #200, Madison WI 53703); please include the teacher's name and class date(s) in the memo of the check or attach a note with that info.

(c) **Cash** is still acceptable (though it is much harder for us to process); please be sure to attach a note to it, including your name, the teacher's name, the class date(s) it is for, and the amount (just to be safe).

### ***How do I reschedule a class?***

- (1) You will receive a button for this in your confirmation email after registering for a class.
- (2) You can also log in to the Schedule on YCOM's site, and you will see a list of your class reservations near the top of the page. Click on the one you want to reschedule and find the 'Reschedule' button there.

### ***How do I cancel a class reservation and receive a refund?***

It's always easier and better to reschedule than cancel, but if you want to or have to cancel, you can follow the same instructions as for rescheduling and look for the 'Cancel' button instead. You will receive a refund within 5 days, if you paid online; otherwise, it may be 10-15 days.

### ***What will the Squarespace-Acuity charge look like on my credit/debit card statement?***

YOGACOOOP.COM WI      **OR**      SQUARESPACE INC. NY

## **FAQ -- ACUITY SCHEDULING & PAYMENT SYSTEM -- STUDENTS**

### ***How does the 'Pay Later' option work?***

This option is available temporarily for those who feel it necessary to pay with cash or check. YCOM prefers that all payments be made digitally in order to make the most efficient use of our volunteer labor for handling them. If you are reserving multiple classes, it is much simpler to pay for all of them during the initial reservation process; otherwise, you will have to pay for each one individually. There will be a 'Pay Now' button on your confirmation and reminder emails for this purpose. *(Also see "How do I pay for a class?" above.)*

### ***Can I reserve and pay for classes from more than one teacher (or 'class type')?***

Unfortunately, no. You must pay for classes of each 'type' (teacher/day/time) separately. Then you can use the 'Schedule Another Appointment' button on the final confirmation page to return to the full schedule and make more reservations of another type.

### ***Will Acuity/Stripe remember (and securely store) my credit/debit card info?***

Yes, as long as you check off the box which confirms your permission for them to do so, which will show up on the payment page when you get there.

### ***Do I need to use the 'Member' discount code every time I register for classes?***

Yes, you do, at least for now. Since we're not using this system to handle our annual membership dues (yet), it does not keep a record of who is or is not a member, which can change over time.

### ***Is the 'First-Time Registration' a real 'appointment' for a day and time? Do I need to cancel it?***

No, it is not a real appointment of any kind. It is just a placeholder for the registration process to occur. You can ignore all references to an appointment, and you do not need to cancel it.

### ***How do I register for more than one class at once?***

After selecting your first class date on the calendar, you will be given the options to 'Continue' (without any more reservations), 'Add another' (to add one more at a time), or 'Add multiple'. Choosing that last option will allow you to determine how many weeks in a row you'd like to reserve that class in a row. You can always remove any particular class in the sequence now or reschedule a class later, if a conflict arises. *(NOTE: There is no discount for multiple classes.)*

### ***How do I get a password to log in with, so that I can see all of my classes listed?***

When you get to the confirmation page after making a class reservation, there is an option to “Register for an Account.” Checking this will take you to an Acuity registration page to match up your email address with a password of your choice. Then you can log in with that password on the main Schedule page, so you can see a comprehensive list of your own classes.

### ***Can I reschedule for a class at a different time or with a different teacher?***

No, you can only reschedule for a class of the same ‘type’ (teacher/time/day). If you are unable to do that, you can cancel a class, and then you will receive a refund, if you have already paid for it.

### ***How do I reschedule or cancel a class reservation?***

There are two easy ways to do this:

- 1) If you saved the confirmation email you received for the class reservation, you will find a button there which allows you to change or cancel the reservation.
- 2) If you have registered for an Acuity account with your email and a password (see above), then you can use those to log in on the main Schedule page of the YCOM website, and you will be able to see a list of all of your class reservations. Clicking on the class that you want to change or cancel will bring up a class ‘detail’ window, which also includes a button for that purpose.