

# GUIDE: CLASS RESERVATION & PAYMENT PROCESS

(including 10-Class Packs & Gift Certificates)

- 1) **SCHEDULE** page of YCOM website:
  - a. SIGN UP for an **Acuity account**, if you do not have one yet. This will give you a username and password to use to login from then on.
  - b. LOGIN to your account, if you do have one. Then the SIGN UP and LOGIN buttons will be replaced with your own email-login.
  - c. EMAIL-USERNAME: When this is visible, you can click on it to get a short drop-down menu with these options:
    - i. APPOINTMENTS: See a list of all upcoming class reservations. By clicking on the 3-dot button next to each reservation, one has the option to:
      1. ADD TO a digital CALENDAR (iCal, Outlook, or Google)
      2. RESCHEDULE (change to another date for the same class)
      3. CANCEL (but 'Reschedule' is generally best, if possible)
      4. EDIT INFO (only applies to one's Health Testament)
    - ii. MANAGE CODES: Handle each code, if you have one, for:
      1. GIFT CERTIFICATE
      2. 10-CLASS PACKAGE
  - d. INSTRUCTIONS: Please read until familiar with them.
  - e. **FIRST-TIME REGISTRATION**: Required of anyone who has not attended a YCOM class since the Covid pandemic. An 'appointment time' must be selected, but this is just a placeholder for filling out the form and waiver.
  - f. **DROP-IN CLASSES**: A list of all the classes that accept individual drop-ins (committing only to one class at a time). Please pay attention to any added notes regarding subbing teachers, exceptions for Zoom-only classes, etc. A class listing for 'sub' class at the same time may appear immediately below the regular listing.
  - g. **UPCOMING SERIES**: A list of all the classes which require a commitment of multiple dates. Pre-payment is generally required for a series, and it will include one free class if all classes are attended. Reservations must be made before the series begins.
  - h. **GIFT CERTIFICATES**: A gift package of 5 classes which is available all year long with a printable certificate. A code is used to make reservations (see 'Manage Codes' above).
  - i. **10-CLASS PACK**: A set of 10 classes paid for all at once in advance. Each class credit is claimed using a code (see 'Manage Codes' above).

## 2) MAKING A CLASS or SERIES RESERVATION

- a. BOOK button: Click on this button next to the class, series, or other item on the list to select it.
  - i. **CLASS**: you will next see a window with a calendar of available dates for that class shown in bold.
    1. **DATE SELECTION WINDOW**: Click on the (first) one you would like to reserve, and you will be shown the available time in a box to the upper

right. Click on that box to confirm, and then you will be given a short list of options:

- a. **SELECT & CONTINUE:** To reserve that class only.
  - b. **SELECT & ADD ANOTHER:** To add one more date at a time.
  - c. **SELECT & MAKE RECURRING:** To add a set of dates all at once. Start by choosing how many in a row you would like; you can always remove one or more dates later from the list that will be created for you, and you can always cancel or reschedule any of your reserved dates later.
  - d. **CONTINUE:** Clicking on the 'Continue' on that page will take you to the 'Your Information' page.
2. **'YOUR INFORMATION' PAGE:** If you are logged in to your account, the needed info will be pre-entered for you; otherwise, you will need to enter all the basics (name, phone, email). [Note: You can still go up to the top of this page and login, if you like.] On the top right is a space labeled 'Package, Gift Certificate, or Coupon Code'. This is where you can enter a 'Member' code, if it applies to you, or a specific code for a Gift Certificate or 10-Class Pack, if you have one. Then, everyone needs to read and check off the Health Testament. Lastly, you can click on one of two buttons on the bottom of that page:
- a. **CONTINUE to PAYMENT:** This will take you to the Payment page.
  - b. **RESERVE without PAYING:** This option is mainly offered for those who have a credit to use from a previous class which they could not attend. We encourage everyone to make payment online when making a reservation. If you feel you must pay with cash or check at the studio, you may use this option.
3. **PAYMENT PAGE:** If you 'Continue to Payment', you will be taken to this page to enter your credit or debit card info for processing. If you like, you will have a chance to have your info saved securely for future payments. You will also have a second chance to enter a code for a Member discount, Gift Certificate, or 10-Class Pack. Once the needed info is provided, you can click on the 'Pay & Continue' button to finalize your reservation.
4. **CONFIRMATION PAGE:** Finally, your reservation is shown in confirmation, along with several last options:
- a. **PAY BALANCE** (if you reserved without paying)
  - b. **CANCEL** (though it's best to 'Reschedule' whenever possible)
  - c. **RESCHEDULE** (automatically carrying payment forward)
  - d. **EDIT INFO** (only for changing your Health Testament)
5. **CONFIRMATION EMAIL:** You will automatically receive a confirmation email soon after making a reservation, which will contain buttons for those same options. It can be useful to save that email until the class, in case you need to cancel, reschedule, or pay later.
6. **REMINDER EMAIL:** If you make your reservation more than 24 hours before the class time, you will also receive a reminder email with those same options offered once again.

- ii. **SERIES:** you will next see a window with a complete list of the dates scheduled for the classes in the series. While they are generally held weekly, please note that there may be a week skipped and another one added onto the end of the series. Click on the 'Continue' button to accept the listed dates, and then you will follow the path outlined above for a CLASS reservation (see YOUR INFORMATION page and the PAYMENT page).

### 3) PURCHASING a GIFT CERTIFICATE or 10-CLASS PACK

- a. **ADD to CART:** Clicking on this button takes you directly to the YOUR INFORMATION page and then the PAYMENT page (described above).
- b. **CONFIRM PURCHASE:** Once you click on this button on the bottom of the PAYMENT page, you will be given the appropriate CODE to access the CLASS CREDITS that you have just purchased (including a printable page for the GIFT CERTIFICATE).
- c. **NAME PROVIDED on the INFORMATION page:** The name under which either of the above are purchased should be the one who will be using the CLASS CREDITS. In the case of the GIFT CERTIFICATES, that would be the recipient of the gift. They will have a chance to sign up for an Acuity account when they first start to use the certificate.
- d. **NAME PROVIDED on the PAYMENT page:** The name of the purchaser will be taken on the PAYMENT page.

### 4) RESCHEDULING, CANCELING & REFUNDS

- a. **RESCHEDULING:** The Co-op always recommends that you consider rescheduling a reservation, instead of cancelling, if at all possible. Rescheduling will carry any payment forward and avoid dealing with a complicated refund.
  - i. **CHANGING CLASS 'TYPE':** You can reschedule as many times as needed, but you can only reschedule for the same teacher/day/class in the Acuity system. If you need to transfer your payment to a different class type, you can make a new reservation for that, use the 'Reserve without Paying' option (see above), and then use the 'Support' button to send an email noting this transfer, so that our bookkeeper will understand the connection.
  - ii. **TOO LATE to RESCHEDULE:** If you don't have time or forget to reschedule or cancel a paid reservation before the class starts, you can either let your teacher know or contact Support to let us know. Teachers and the scheduling administrator can make such changes after the start of class. (See 'Support' button at top of Schedule page, or email 'pay@yogacoop.com'.)
- b. **CANCELLING with REFUND:** If you know that you cannot use a reservation and cannot use your payment for another class, you are welcome to cancel it and request a refund. It is not automatic. You will need to request it by using the Support button at the top of the Schedule page or emailing 'pay@yogacoop.com'.
- c. **CANCELLING without REFUND:** If you know that you cannot use a reservation and cannot use your payment for another class, you are welcome to cancel it and NOT request a refund. It will be gratefully accepted as a donation to the Co-op. If you would like to clarify your intentions, please use the Support button at the top of the Schedule page or email 'pay@yogacoop.com'.