

HOW TO BOOK A CLASS AND PAY

NEW HERE?	RETURNING?
<p>[1] Go to: yogacoop.com/schedule Click 'Sign Up' in the upper right corner to create an account. This will let you choose a password to go with your email username and keep track of your reservations.</p> <p>[2] Fill out the New Student Registration Form and Waiver. This is required if you have not attended a YCOM class since 2021.</p> <p>[3] Select a class from the list below.</p>	<p>[1] Go to: yogacoop.com/schedule Click 'Login' link in the upper right corner to enter your username (email) and password to access your user info and use it for a new reservation.</p> <p>[2] Scroll down to select from the list of upcoming classes.</p> <ul style="list-style-type: none"> • Drop-in classes are listed first. • Upcoming Series are listed next. • Gift certificates and 10-class packages are last.

FREQUENTLY ASKED QUESTIONS

What is a DROP-IN CLASS?

A class you attend once or multiple times a week. The class fee of \$20 (or \$15 for members) is the same whether you pay for one class or multiple classes (no discount).

What is an UPCOMING SERIES?

A set of classes offered over a period of 4, 5 or 6 weeks (Beginner Series, Ageless Series) requiring a commitment of multiple dates. Reservation and pre-payment are required before the series begins. Pricing includes one free class if all classes are attended.

What is a GIFT CERTIFICATE?

A set of 5 drop-in classes which can be purchased as a gift and comes with a printable gift certificate. The gift recipient/user will receive a code to book a class. (The cost is \$100.)

What is a 10-CLASS PACK?

A set of 10 drop-in classes paid for in advance (\$200; or \$150 for members). You receive a code to book each class.

How to book a drop-in class or a series?

Go to yogacoop.com/schedule

Scroll down to view the list of available classes.

Click on the BOOK button to see available dates for that class in the coming month.

Select the date you want to book, then click on the class time to be given three options:

- **SELECT & CONTINUE:** To book only that class. This will generate an email confirming your class reservation.
- **SELECT & ADD ANOTHER:** To add one more class.
- **SELECT & MAKE RECURRING:** To book multiple classes at once.

Bookings can always be canceled or rescheduled later.

If you book a class more than 24 hours before class time, you will receive a reminder email.

How to pay for a drop-in class or for a series?

After booking a drop-in class or series, you will go to the 'Your Information' page.

If you logged in, your contact information will be filled in for you.

This is where members must enter the coupon code, 'member', on the right to receive their discount. You must also check off the "Health Testament" affirmation to complete a reservation. At the bottom of that page, you have the option to:
CONTINUE TO PAYMENT or RESERVE WITHOUT PAYING

- CONTINUE TO PAYMENT takes you to the CHECKOUT page for payment with a credit or debit card. You will have the option to securely save your card information for future payments.
- RESERVE WITHOUT PAYING gives you the option to pay later after receiving the email confirming the booking, or by logging in and using the drop-down menu to access your list of 'appointments'. Paying with cash or check in person at the studio is possible, but not encouraged.

Confirmation emails are helpful reminders in case you need to cancel, reschedule, or pay later.

How to buy a gift certificate or a 10-class pack?

Go to: yogacoop.com/schedule

Click 'Login' to access your user account, if you have one.

Page down past the list of classes and series to select 'gift certificate' or '10-class package'.

Add to cart.

Confirm purchase to receive a code for the gift receiver to be able to access the classes that you have just purchased. You'll have the option to print the gift certificate with the code on it.

If you purchase a gift certificate for someone else, that person will have to sign up for an Acuity account to use the certificate.

How to reschedule a booking?

Login and select 'Appointments' from the drop-down menu.

Scroll down to the applicable reservation and select the 'Reschedule' option.

OR

Go to the email you received after booking a class.

Select 'Reschedule' to move your booking to the same class on a different date.

Please note that you cannot reschedule to a different class type or a different teacher.

Rescheduling will carry forward any payment you made.

If you forget to reschedule a paid reservation before the class starts, let your teacher know so they can make the change or email 'pay@yogacoop.com' to reach the administrator who will make the change.

How to cancel a booking?

Login and select 'Appointments' from the drop-down menu.

Scroll down to the applicable reservation and select the 'Cancel' option (only if you cannot reschedule).

OR

Go to the email you received after booking a class.

Select 'Cancel Reservation' to cancel a booking only if you cannot reschedule.

If you cannot use your payment for another class, a refund is not automatic. To request a refund, email 'pay@yogacoop.com'. The refund will be processed within 5-10 business days, if you paid online.

If you need to cancel and do not request a refund, the Yoga Co-op will consider your payment a donation.

How do I get the MEMBER DISCOUNT?

As a member of the Yoga Co-op, you receive a discount when paying for drop-in classes or series. When booking a class, enter the code 'member' in the upper right corner of the 'Your Information' page. The 25% discount will display after clicking the 'apply' button.

How do I get the STUDENT DISCOUNT?

Show your student ID to your teacher for confirmation once during each semester you qualify. When booking a class, enter the code 'student' in the upper right corner of the 'Your Information' page. The 50% discount will display after clicking the 'apply' button.

How do I get the SUPPORT DISCOUNT (for anyone in financial need)?

You do not need to show any documentation to receive our "support" discount. When booking a class, enter the code 'support' in the upper right corner of the 'Your Information' page. The 50% discount will display after clicking the 'apply' button.

You need to enter the code 'member' every time you book a class.

STILL HAVE QUESTIONS? Click "Support" or email Pay@yogacoop.com
