PARADISE YOGA BOOKING INSTRUCTIONS

BOOKING CLASSES / JOINING THE WAITING LIST / PROMO CODES

1. Click on the class you would like to book. The details of that class will appear on the right (or below, if you are on an iPhone).
2. Click the blue "Select" button, and then the blue "View selections" button.
3. On the next page, you will see you are buying a single class.
4. *Optional: If you have a discount code, press the blue "Add a discount code" and follow the prompts.*
5. Click the green "Book now" button, and follow the prompts to enter your details and make the booking.
6. If you already have a ten-pass, this class will be deducted from your pass. If not, follow the prompts to buy a single class.
7. If the class is full, click the "Join Waiting List" button. If a spot becomes available, you will get an email to notify you, with instructions on how to grab that spot before someone else does :)

TEN-PASSES
Please note: When buying a ten-pass, you must also book a class

1. On the booking page, press the blue "Class Passes" button
2. On the next page, press the blue "Select" button, and then press the blue "View Selections" button
3. On the next page, you will be advised you must also book a class. Click the blue "Select tickets" button.
4. On the next page, click on the class you would like to book. The details of that class will appear on the right (or below, if you are on an iPhone).
5. Click the blue "Select" button, and then the blue "View selections" button.
6. On the next page, you will see you are buying a ten-pass and a class. The cost of the class is crossed out, as you are using the first go on the ten-pass. You will only be charged for a ten-pass.
7. *Optional: If you have a discount code, press the blue "Add a discount code" and follow the prompts.*
8. Click the green "Book now" button, and follow the prompts to enter your details and finalise the booking.

CANCELLATIONS AND TRANSFERS
Please familiarise yourself with the cancellation policy!

1. Go back to the booking confirmation email, and click the link.
2. Find the date of your booking, and click "Ticket Options"
3. To cancel, click cancel. You will get an email to confirm. No email? You're not cancelled, try again.
4. To transfer, select the new class type from the first drop-down. Then select the new date from the second drop-down. Press "Save".
5. You will get an email to confirm. No email? It hasn't worked, so try again.

NOTES:

- *Account*: When booking, you may be given the option to set up an account. This is optional, but does make the booking process easier for you in the future.

- *Forgotten password?* If you create an account, and forget your password, you can go to https://bookwhen.com/password/reset to set up a new one.

- *Payments*: Payments are processed through Stripe, and should show on your statement as Paradise Yoga. However, the payment may show as Stripe, and as coming from San Francisco (where Stripe is based). There has been one instance of a student's bank cancelling her card because they thought it was a fraudulent transaction - it's not, don't worry! To complicate things further, the booking system is called Bookwhen, so I guess it's possible that may also show up on your statement. Bookwhen is based in Oxford, UK. Any concerns, call me.

- *Booking multiple classes:* You can book multiple classes if you like - just be aware of the cancellation and missed-class policies https://www.paradiseyoga.com.au/the-small-print/

- *Ten-passes:* When buying a ten-pass you can come to *any* ten classes you like (excluding special events) - you don't have to come every Wednesday or every Saturday (unless you want to). It is flexible - just come when you want. The ten-pass never expires, so there's no rush to use them up. However, some classes do get busy, so be mindful of booking in advance to secure your spot!

Confused? Frustrated? Just call me! 0439 419 211. I'm here to help :)