

ONLINE RESERVATIONS

Set the intention and reserve your spot in class online & ahead of time!

Please note you must still sign in when you arrive to the studio.

Reservation for classes can be made up to 2 days in advance of the date of the class. Online reservations close 30 minutes prior to the class start time.

To start the reservation, follow this link:

<http://clients.mindbodyonline.com/ws.asp?studioid=3453&stype=-7&sLoc=0>.

Cancelling your booking

If you cannot attend the pre-booked class, you **MUST** cancel online at least 30 minutes prior to the class. Due to the high volume of calls we receive, cancellations *cannot* be made by phone.

Two or more cumulative late cancellations and /or no-shows will result in forfeiting either the payment for the class or one pass. Students with unlimited passes will have one day forfeited from your pass.

If you have reserved a spot please be at the studio and signed in no less than 5 minutes prior to class. If you are not here 5 minutes prior, that spot will be opened up to another guest. Please note we cannot allow late comers to class.

Up to 50% of the room capacity may be booked online.

How to get started

To reserve your class online you must create a log in and password that is linked to your guest account.

If it is your first time using the online system & store go to the bottom of the page to the section that says: **"Is this your first time?"**

Enter your first and last name or your Yoga Tree ID Tag #. Your Yoga Tree ID Tag # is the 7 digit number under the barcode on the back of your key tag.

ONLINE RESERVATION - FAQ

How do I login and start booking online?

Please take a few minutes to create your own username and password. Simply click on the "New Users: Sign-up!" link located on the top right-hand corner of the main screen and follow each step as outlined. Please be sure to have your Yoga Tree ID Tag on hand as you will be required to provide this information during the registration process.

Note: After an initial security verification, you will be notified by email upon successful registration. This process will normally take no more than 1 working day.

What if I forget my username and/or password?

Click on the "Returning Users: Forgot your login?" link located on the top right-hand corner of the main screen. You will be given a hint that will help you to remember. You should also have your Yoga Tree ID Tag on hand to do so.

How do I find the class I wish to sign up for on the Class Schedules page?

Go to the "yoga classes" tab located on the top right-hand index of the scheduling window. Make sure you have chosen the correct studio location from the drop-down menu to view the class schedule for that *particular studio*. Use the date index located on the top left menu bar to search for the day you wish to schedule your class.

How do I sign up for a class?

Click on the sign-up link next to the class (with the correct day, time, and instructor) you wish to take. A small window will open with the option to make a single reservation. After making a reservation, your current schedule of booking(s) will be displayed, including the class you just signed up for. At the top of your schedule, your current package (if any) is displayed, showing how many classes you have remaining and when the package expires. You will be notified by email to confirm your booking for a class.

What if the class I wish to sign up for is full?

If the class you are trying to book is full, an option to be added to our waitlist is displayed, showing your current position on the waiting list. You will receive a confirmation email once a space is available. In addition, our Yoga Advisor will try their best to contact you and confirm your acceptance on the waiting list.

How do I cancel a class I've already signed up for?

Go to the "my info" tab located on the upper right-hand side of the main booking page. Click on the "my schedule" tab. A small window will appear showing your current schedule. Click on the "cancel" link to the right of the class you wish to cancel. You will receive a confirmation email once you have made a class cancellation.

How can I view what classes I've signed up for without signing up for a new class?

Click on the "my schedule" tab. This opens a small window displaying your current schedule for the next two weeks. You may also print this page as your booking confirmation. To view your current waitlist situation for classes, click on the "my waitlist" link.

What happens if I don't log out?

We recommend that you always log out, as your class scheduling session will remain active until you log out of the system. Do so by clicking on the "log out" link in the upper right-hand corner of the page.