

FREQUENTLY ASKED QUESTIONS (FAQ)

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 sessions are attended.

What is a GIFT CERTIFICATE?

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

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/book-a-class

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 a SERIES?

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

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

Members must enter the coupon code 'member' to receive the member discount.

You must also check off the "Health Testament" affirmation to complete a reservation.

Scroll down 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.

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?

Go to: yogacoop.com/book-a-class

Click 'Login' to access your user account. If new to the studio, click 'Sign up' to create an account.

Page down past the list of classes and series to select 'gift certificate'. Add to cart.

Confirm purchase to receive a code for the gift receiver to be able to access the classes that you 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 buy a 10-class pack?

Go to: yogacoop.com/book-a-class

Click 'Login' to access your user account.

Page down past the list of classes and series to select '10-class pack-member' or '10-class pack non-member'. Add to cart.

Confirm purchase to receive a code to access the 10-class pack you just purchased.

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 if you cannot reschedule.

OR

Go to the email you received after booking a class.

Select 'Change/Cancel Class Reservation' 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 to 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.

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

How to get the SCHOLARSHIP DISCOUNT?

You do not need any documentation to receive the '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.

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