

More about your Membership

How do I book a class? The easiest way is to go to the timetable page at www.yogabodyzenmind.co.uk, select your class and choose your favourite class pass or one-off purchase at check-out and you're done! Once you have an account you can also book from your dashboard. If you want to get on-demand only access, go to the on-demand page of the website!

When does my class pass or on-demand access start? Your pass/access starts on the day you purchase it and is valid for 30 days. It will auto-renew at the end of 30 days so you don't need to do anything to continue your access!

Where can I see how many credits/live classes I have left or the pass end date? Go into your dashboard and go to the 'Your Memberships' section. You can view your active subscriptions and credits/live classes.

What happens to my live classes when Kerrie is absent for any reason and they don't take place?

- **If you have a class pass that is just for live classes with no on-demand subscription**, and you are unable to use your classes in the remaining time in the month, you will be refunded a pro-rated amount of the cost of the pass, calculated as follows:
A class pass is for 30 days (let's call it a month), and there are 4 weeks in a month, so you will be refunded 25% of the cost of the pass for every week Kerrie is absent. Here is a worked example (if you're a detail person!)
 - You have the WATER KULA PASS – Three Livestream Classes at £22.50 and Kerrie is absent for one week, you will be refunded £5.63. (25% of £22.50)
 - You have the WATER KULA PASS – Three Livestream Classes at £22.50 and Kerrie is absent for two weeks, you will be refunded £11.25. (50% of £22.50)
- **If you have a class pass that includes both live classes and an on-demand subscription** and you are unable to use your classes in the remaining time in the month, you will be refunded a pro-rated amount of the cost of the pass, minus a pro-rated amount for the on-demand access, calculated as follows:
A class pass is for 30 days (let's call it a month), and there are 4 weeks in a month, so you will be refunded 25% of the cost of the pass for every week Kerrie is absent. As you will still have access to the on-demand during any absence (yay!) the refund will be less the pro-rated cost of this (i.e. £5.00 for every week). Here is a worked example (if you're a detail person!)
 - You have the SPACE KULA PASS – Eight Livestream Classes PLUS Unlimited On-Demand at £52.00 and Kerrie is absent for one week, you will be refunded £8.00. (25% of £52, minus £5 for one weeks on-demand access).
 - You have the SPACE KULA PASS – Eight Livestream Classes PLUS Unlimited On-Demand at £52.00 and Kerrie is absent for two weeks, you will be refunded £16.00. (50% of £52, minus £10 for two weeks on-demand access).

Any refunds of this nature need to be individually requested and then will be processed by Kerrie as soon as practically possible after returning from her absence.

What if I run out of live classes before my auto-renewal date? You have two options, purchase an one-off live class or cancel your renewal and book another pass that starts from today! (You MUST cancel the previous subscription otherwise you will have two that are live on auto-renew).

How can I cancel my subscription? Go into your dashboard where you book classes and go to 'Your Memberships'. You can view your active subscriptions and cancel here too. Just click the 'cancel auto-renew' button.

If you have any questions whatsoever, please email Kerrie at yogabodyzenmind@gmail.com and she will be happy to help. She prides herself on being open and providing a first-class customer experience!