

## More about your Membership

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**How do I book a class?** The easiest way is to go to the timetable page at the website [www.yogabodyzenmind.co.uk](http://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 in the booking platform Ribbon, you can also book from your portal [www.withribbon.com/login](http://www.withribbon.com/login). 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 my booked classes, how many I've booked and my renewal date?** Go to your portal, 'My Events' shows booked classes and 'Your Memberships' shows your Kula Class Pass details, including the renewal date which will be when you need to use the current months live classes by.

**Can I move or cancel a class?** Of course! All you need to do is go to your portal and into 'My Events' and you will see in red text 'Cancel Myself' you just click and its done. You can cancel a class up to 1 hour before the class starts.

- If you have a Kula Class Pass Membership the class will be added back in at your portal and ready for you to book another class!
- If you have purchased a one-off class (i.e. without a Kula Class Pass and paid £8.50) this will show as credits in your account and you can use them to book another class!

**How can I cancel my subscription?** Go into your portal to 'Your Memberships'. You can view your active subscriptions and cancel here too. Just click the 'cancel auto-renew' button and you're done.

**What if I run out of live classes before my auto-renewal date?** You have a couple of options;

- Purchase a one-off class and consider if you need more live passes in your Kula Pass choice.
- Drop Kerrie an email and she will transfer your pass to another one. You can either (1) 'Transfer on Renewal' where you finish the current membership period and then renew with your new Kula Class Pass membership OR (2) 'Transfer Instantly' where your new pass/membership is activated right away, with new classes available to use and you're charged on transfer.

**How do I get my link to the FREE Rise and Shine Class?** If you book any class in a particular week before midnight on a Tuesday you are welcome to come and join the FREE Rise and Shine Yoga on Wednesday mornings at 730-8am, in that same week! You now need to book this free class as you would any other. Just use the discount code that will be sent to you in your other class booking at checkout and you're done. (See the P.S. bit in your previous booking email for the discount code).

**How do I set up Zoom?** Download Zoom from this link: <https://zoom.us/download> and create your account. If it's your first time using Zoom Kerrie is happy to have a 121 video call with you to help show you just how easy and 'normal' it feels. Once you get the Zoom link for class there is no setting-up to do just click the link, enter the password provided and you are in!

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**What happens to my live classes when Kerrie is absent for any reason and they don't take place for an extended period of time?** Kerrie may be absent for the odd day or class here or there and hopes you will be able to select another class at another time to enjoy. If Kerrie absence is for an extended period of time here are the arrangements:\*

- **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:

- 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:

- 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 (i.e. are not automatic) and then will be processed by Kerrie as soon as practically possible after returning from her absence.

**If you have any questions whatsoever about anything, please email Kerrie at [yogabodyzenmind@gmail.com](mailto:yogabodyzenmind@gmail.com) and she will be happy to help. She prides herself on being open and honest and providing a first-class student experience!**