

FAQS

IF YOU HAVE A QUESTION, YOU CAN BE SURE SOMEONE ELSE HAS ASKED IT BEFORE!

What does this icon mean in the schedule of classes?

This means that the class is full. Click the green button to join the Waiting List (unless you see the entry says "Studio Closed" in which case it means the studio is closed, so don't join the Waiting List:)

What's a Waiting List?

[Join waiting list](#)

You can opt to join the Waiting List if a class is full. Joining the Waiting List does not commit you to coming. But if someone else cancels, you will get an email asking if you want to come. You have 15 mins to accept. If you don't, it will automatically move on to the next person on the list.

What are the chances of getting a spot if I'm on the Waiting List?

It really depends... But I can tell you that there is **always** a lot of cancelling and transferring going on. So it's definitely worth joining the Waiting List. Plenty of people get spots every week from the Waiting List.

Can't you text me instead of email me, if a spot becomes available?

Alas, no. The system I use (*Bookwhen*) currently only offers emails for the Waiting List facility. And if I start to get involved, I'd spend my whole life texting everyone! Like I said, there's a lot of cancelling and transferring happening every week.

What's a Ten-Pass?

Ten-passes (and twenty and thirty passes!) are simple. You buy 10/20/30 credits up front (and the more you buy, the cheaper they get).

You can use the credits for regular classes (not special events) whenever you like AND you can use credits for other people. And the credits NEVER expire!

Oh, so I don't have to commit to 10/20/30 weeks in a row?

No, not at all. You can come on a Wednesday one week, a Saturday the next, skip three weeks, give a credit to a friend, and then do five classes in a row. Whatever works for you...

FAQS

IF YOU HAVE A QUESTION, YOU CAN BE SURE SOMEONE ELSE HAS ASKED IT BEFORE!

My screen looks different to what you are describing.



Ah, yes, this is definitely a thing. I use the browser "Opera" on a MacBook Pro, and "Safari" on my iPhone. So if you use something different (*e.g. Chrome, Firefox, Android, carrier pigeon*) it might look different at your end.

However, all the options should still be there. You might just need to scroll and navigate around to find the various buttons. Give it a go, I have faith in you!

No, you don't understand, it's really not working for me...



Ah yes, this is also a thing! Don't worry, there are a few options for you:

- **Close** your browser. **Reboot** your phone/laptop. **Kick** your modem. **Walk away** from all the technology and have a cup of tea. Then **start again**. The usual tricks.
- **Delete** your cookies. 🍪 To be honest, I don't really know what this means, but tech people tell me to do it, and it works. Google "*how to delete cookies for...*" and enter your browser.
- **Re-read** the guides and make sure you've taken every single little step
- **Head** over to the Bookwhen Help pages <https://helpforbookers.helpsite.com> - those lovely people at Bookwhen have tons of useful tips to help get you out of a bind.
- **Take** screenshots of the problem/s you're having and email them to me at hello@paradiseyoga.com.au and I will do my best to figure it out. (*PLEASE don't just tell me "it's not working" - that could mean about a million things - be as specific as you can, it'll save us both time...*)

Why can't I cancel or transfer less than 24 hours before class?



Paradise Yoga is my one and only business - the only way I make money. If you decide not to come to class at the last minute, it makes it really really hard for me to fill that spot. I know that you probably hardly ever cancel a class, but I have around 35 people a week coming through and lots of them cancel. Most of them aren't regular cancellers, but it does start to add up. So I have a manageable cancellation policy in place, that makes it fair for everyone.

FAQS

IF YOU HAVE A QUESTION, YOU CAN BE SURE SOMEONE ELSE HAS ASKED IT BEFORE!

How do I apply a Promo Code when making a booking?

Good question, and YAY for you having a Promo Code ;)

During the checkout process, there is a field where you can enter your Promo Code. It actually says "Enter a discount code". Pop it in there, and click Apply.

If you have a 10/20/30 pass, I believe that you cannot use the Promo Code until all the credits are used up. I haven't tested this... So if you find yourself in this situation and cannot figure out how to apply your Promo Code - email me at hello@paradiseyoga.com.au and we will sort it out together.

Can I reserve a spot in class without paying? I'll pay you when I get there.

No. As I have extremely limited spots and space, I need to know in advance who's definitely coming. I lay all the mats and props out in advance, I prepare for and plan the class according to the numbers.

I understand that you will definitely, 100%, without a doubt, swear-on-my-life come to the class and pay me when you get here. However, experience has taught me that even those with the best intentions manage to miss those classes which they definitely, 100%, without a doubt, swore-on-their-life intended to go to.

That leaves me out-of-pocket, and having to re-arrange the room at the last minute. And it possibly means that someone else who wanted to come missed out.

Plus, this is my home as well as my business. I like to have a feeling for exactly who is coming into the space before they get here.

You get the idea... All bookings are done in advance online, with payment upfront. I massively appreciate your understanding on this one :)