

CANCELLATIONS

HOW TO CANCEL A CLASS COMPLETELY

FIRST, familiarise yourself with the cancellation policy for general classes:

- More than 24 hours before = full refund, or credit back on your pass.
- Less than 24 hours before = no refund.
- No-shows = no refund.

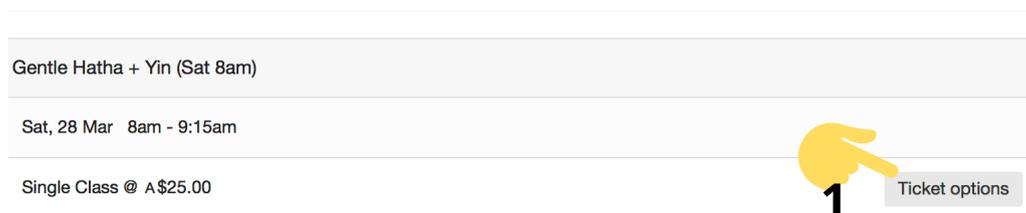
Note: the system will not allow you to cancel less than 24 hours before. In this instance, please SMS me on 0439 419 211, so that I know not to expect you.

NEXT, find your bookings:

- **If you have a username** - login, click "View Bookings" and all your bookings should be shown.
- **If you don't have a username** - find the confirmation email (*search for "Paradise Yoga" or "Bookwhen"*), click "View Booking" to view your bookings.

Find the relevant booking and click on it to start the cancellation process:

1. Click "Ticket Options"



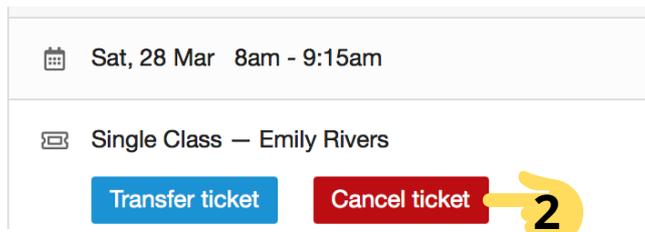
Gentle Hatha + Yin (Sat 8am)

Sat, 28 Mar 8am - 9:15am

Single Class @ A\$25.00

1 Ticket options

2. Click "Cancel ticket", then 3. Click **OK**.



Sat, 28 Mar 8am - 9:15am

Single Class — Emily Rivers

Transfer ticket Cancel ticket **2**

The ticket will be cancelled and the booker and attendee will be notified of the change to the booking. Ticket cancellations cannot be undone. Are you sure you want to cancel this ticket?



3 OK

You will get an email to confirm the cancellation.

TRANSFERS

HOW TO TRANSFER A BOOKING TO A NEW DATE (1/2)

FIRST, familiarise yourself with the transfer policy for general classes:

- More than 24 hours before = you can transfer to a new date
- Less than 24 hours before = you cannot transfer to a new date.

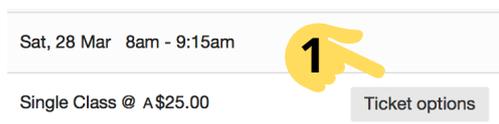
If it's less than 24 hours before, and you know you will not make it to class, please SMS me on 0439 419 211, so that I know not to expect you.

NEXT, find your booking:

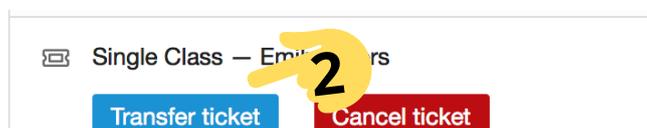
- **If you have a username** - login, click "View Bookings" and all your bookings should be shown.
- **If you don't have a username** - find the confirmation email (*search for "Paradise Yoga" or "Bookwhen"*), click "View Booking" to view your bookings.

Find the relevant booking and click on it to start the transfer process:

1. Click "Ticket Options"



2. Click "Transfer ticket"



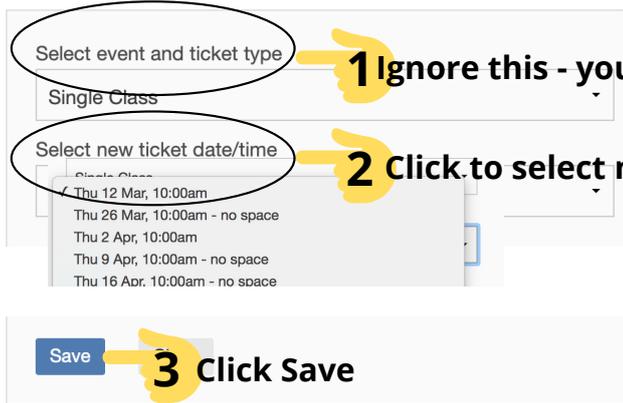
Now you have two options - keep reading to find out what they are...

TRANSFER A BOOKING

HOW TO TRANSFER A BOOKING TO A NEW DATE (2/2)

To transfer to the exact same class in a different week, eg from Thurs 10am this week to Thurs 10am next week:

1. **Ignore** the first drop-down. Yep, just pretend it's not there.
2. **Click** the **second** drop-down to select a new date.
3. **Press Save**. You're done :) Check your emails for a confirmation.



The screenshot shows a form with two dropdown menus. The first dropdown is labeled "Select event and ticket type" and has "Single Class" selected. The second dropdown is labeled "Select new ticket date/time" and shows a list of dates: "Thu 12 Mar, 10:00am", "Thu 26 Mar, 10:00am - no space", "Thu 2 Apr, 10:00am", "Thu 9 Apr, 10:00am - no space", and "Thu 16 Apr, 10:00am - no space". A "Save" button is at the bottom.

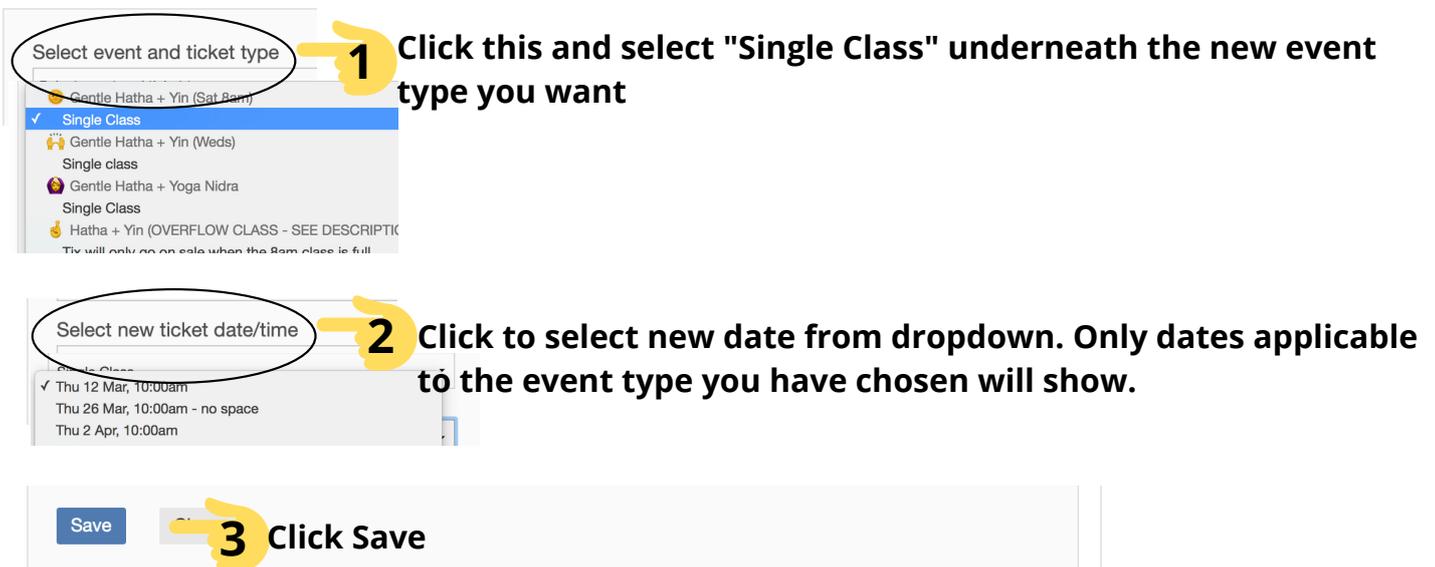
1 Ignore this - you're keeping the same event type, eg Thu 10am Yin

2 Click to select new date from dropdown

3 Click Save

To transfer to a completely different class type, day and date eg from Thurs 10am Yin this week to a Weds 5pm Hatha + Yin in the future:

1. **Click** the **first** drop-down and select "Single Class" underneath the new event type.
2. THEN click the **second** drop-down, to choose the new date.
3. **Press Save**. You're done :) Check your emails for a confirmation.



The screenshot shows a form with two dropdown menus. The first dropdown is labeled "Select event and ticket type" and has "Single Class" selected. The second dropdown is labeled "Select new ticket date/time" and shows a list of dates: "Thu 12 Mar, 10:00am", "Thu 26 Mar, 10:00am - no space", and "Thu 2 Apr, 10:00am". A "Save" button is at the bottom.

1 Click this and select "Single Class" underneath the new event type you want

2 Click to select new date from dropdown. Only dates applicable to the event type you have chosen will show.

3 Click Save

CANCEL OR TRANSFER

THINGS TO NOTE

Cancellation Policy

For general classes, any cancellations less than 24 hours before class are not eligible for refunds or transfers.

The system will not allow you to transfer or cancel this late. However, please SMS me on 0439 419 211 - otherwise I will put a mat and props out for you, and plan for the class as if you will be there.

For Zen Sessions, Retreats and other Special Events - different cancellation policies apply. Please refer to the website or your booking confirmation email.

Refunds

- If you have a 10/20/30-pass - the credit will automatically be applied to your pass.
- If you paid for an individual class, your credit card will automatically be refunded.
 - Until 1.05.2020 you will get the full amount refunded.
 - After 1.05.2020 you will get the full amount refunded LESS the bank fees. This is because my payment provider, Stripe, has changed their policy on refunds, and I will be charged the fee. At the time of writing, the fee on a \$25 yoga class is 74c (*yep, every time you pay for a yoga class, it costs me 74c!*).