



## **NEW! ONLINE SIGN-IN**

1. Students are required to create an account online if you would like to utilize the online sign up schedule. All new students to Yogadotcalm will be required to sign a waiver form at your first visit. Please arrive 20 minutes early for your first class.
2. We allow for approx. 50% online sign up. This means the class is NOT full when the online sign-up is full. All remaining spots are on a first come-first served basis. Please sign in when you arrive at the studio, signing in with a timely manner will insure that you have reserved your spot in class. If the class fills and you have not yet signed in you will not be bumped up the list.
3. Online sign-ins **MUST** arrive at least 10 mins before class start time or your spot may be given away. We do not accept phone cancellations.
4. Cancellations can be done online up to 45 minutes prior to the start of class. If you do not show up for class and your spot was not given away your pass card **WILL** be marked off for the class.

**Please read the Online Sign In Frequently Asked Questions before you get started:**

## **Online Sign In FAQ's**

### ***How do I know that I've signed in correctly?***

Mind-body online will send an email to confirm your registration. Please double check your email address when creating your online profile.

### ***Is there another way to see if I'm registered for a class?***

Log into mind-body-online, and go to the tabs in the upper right hand corner. Click on "MY INFO". You will see a screen that says "Waiting for security verification from the studio", this is normal - we do not automatically verify your information because if you are at a public computer, anyone could get access if you forget to logout. Instead, a new row of tabs will have appeared to the top right. Click on "MY SCHEDULE" which will list all classes that you have signed in for.

***What are the time restrictions for on-line sign in?***

Classes may be reserved up to seven days in advance. Online registration is available up to one hour before class start, provided there are still spots left.

***What if I don't show up after reserving a spot in class?***

If there are sufficient numbers of people waiting, your spot will be given away. However, if we are unable to give your spot away, you will be charged. Those with unlimited passes will lose one day off of their pass. **If you miss 3 classes without cancelling ahead of time, you will lose your online sign-in privileges.**

***I've never been to the studio. Can I sign-in online?***

No. First-timers need to visit the studio and fill out a registration form before they can create an account. Please arrive at least 20 minutes prior to your first class.

***I forgot my password or log-in. What do I do?***

Hopefully you can successfully answer the reminder question and the necessary login info will be sent to your email address. Please check your spam filters and junk box in case the email winds up there. If all else fails, call the studio.

***I want to cancel out of a class - what do I do?***

Go to "MY INFO", and click the tab: "MY SCHEDULE". A list of your registered classes will come up. Find your class and click CANCEL. You will receive a confirmation email of the cancellation. Note that class cancellations may be done up to **45 MINUTES** before class starts. Otherwise your file will show up with a "Late Cancel".

***What does "Late Cancel" mean? Is there a penalty?***

This means that you failed to cancel before the 45 minute deadline. If you late cancel and the class does not fill up your pass is deducted.

***How many spots are available for on-line sign in?***

Approximately 1/2 of the total spots available per class are available for online sign-in.

***All the on-line spots are gone. Can I call to book a spot for a class?***

No. All remaining spots are now on a first come, first serve basis. We do not take phone reservations or cancelations.

***If I have a spot on-line, do I need to write my name down on the sheet when I arrive at the studio?***

**Yes!** Please sign in the book and place a '\*' beside your name so we know you've already signed in online for your spot. Thank you!