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| **Zanna Newton Pilates - New Booking System**  **Frequently Asked Questions (v3.0)** | |
| **Question:** | **Answer:** |
| Do I have to use the online booking system to book my course / classes? | Yes – it is really easy and this document will answer any questions you may have. |
| Do I need to login to Bookwhen (the booking site) to make a booking? | No.  You will only be able to login after you have made your initial booking.  Then you can log in using your email address in order to manage your bookings, for example, transferring single tickets, should you need to.  In the future you may want to log in to allow auto complete on some booking fields. |
| What is an ‘EVENT PASSWORD’? | An ‘EVENT PASSSWORD’ is the code that you will need at the checkout to be able to book your usual class/course; during the period that Zanna has reserved your place for you.  Zanna will reserve your place only until the date stated in communications regarding the upcoming new term. |
| Where do I get my ‘EVENT PASSWORD’ from? | Zanna will give you this when course dates are announced. |
| What if I forget to book my place using the ‘EVENT PASSWORD’ before the deadline date?  Will I still be able to book a place on the course? | After the deadline date the ‘EVENT PASSWORD’ for priority booking will no longer be required for booking.  This means that anyone else can book spare places, on the whole course or just on single dates as a ‘make-up class’.  This means that places may or may not be available after the deadline date, on some or all of the course dates. |
| What if I would like to book a course, but cannot make it to all of the classes? | You have two options:   1. Book the course, and arrange make-up classes (see below for how to book a make-up class). N.B. NOW RESTRICTED to 2 sessions per person per course. 2. Book as many individual sessions as you like by choosing ‘single tickets’. |
| Can I deduct payment for part of a course if I cannot make some of the dates? | No. If you cannot make every session in a course, please select one of the two options above. |
| What happens if I put a course in my basket and forget to complete the booking? Will the place be reserved? | The place will be held in the basket and unavailable for others to book for just one hour.  You can still go in and book, but you will have to start the booking process again, as the place although ‘reserved’ will not be in your ‘basket’ for you to return to, to complete the booking.  If it was the last place ‘reserved’ then you will have to wait one hour for the place to be released and available again for you to book. |
| When will I receive my Zoom link for the online classes? | The link(s) will be in your confirmation email that you will receive once you have made your booking. You will also receive email reminders (with the link) one hour before each session(s). |
| How do I complete my payment on the website? | Please complete your payment through the website when booking your course / class. It is very straightforward and you can use PayPal (even without a PayPal account) – 100% secure |
| Do I have to use PayPal – I don’t have a PayPal account? | To protect your payment, you do need to use the PayPal link but this will allow you to checkout as a guest with your usual card, no need to sign-up for PayPal.  Just select “Pay by Debit or Credit Card” rather than the “Log in” option. |
| Do I have to pay for the course when I make the booking? | No, you can pay in your usual way but you must complete the booking, for your course to be confirmed.  Please ensure that you tick the agree offline payment terms box at the checkout |
| What is the discount when booking two courses, for two classes per week? | When booking two courses, to attend two courses per week, the discount is 12.5% |
| How do I claim a discount when booking two classes per week? | The discount will automatically by applied at the checkout.  N.B. For the discount to register you must select BOTH courses on the same booking i.e. place both courses into one ‘basket’ at checkout.  The discount will NOT be applied if you book each course separately. |
| Do I still get a free session when booking a whole course? | No.  During this time of introducing classes in halls, spaces are limited and demand for places is unknown.  To avoid disappointment, complimentary sessions are not available at present. Thank you for your understanding. |
| What is a ‘FREE CLASS” discount code? | This refers to ANY code that allows you 100% discount when buying a single ticket.  A ‘FREE CLASS’ discount code is used to book a make-up class for a class in a course that you are unable to attend. |
| When I need to cancel a class can I re-book it another time?  (Re-booking a make-up class) | Yes, please let Zanna know which dates you cannot attend, BEFORE the course starts.  We understand that things do crop up last minute, however it will only be possible to swap a class if a minimum of one working days notice is given. (This is to give others opportunity to book the spare place).  N.B: NOW RESTRICTED to 2 sessions per person per course.  If you are cancelling a class booked with a ‘course ticket’ you must cancel by letting Zanna know by email. Once you have let Zanna know the date(s) that you cannot attend giving sufficient notice, you will receive a ‘FREE CLASS’ discount code to use when rebooking.  N.B: NOW RESTRICTED to 2 sessions per person per course.  If you are cancelling a class booked with a ‘single ticket’ you ARE able to ‘transfer’ of cancel the booking on the booking site, yourself, without emailing Zanna. |
| How do I book a make-up class? | If you would like to re-book a class originally booked with a ‘course ticket’ you must first let Zanna know (by email) which date(s) you cannot attend. Please do this well in advance at the start of the course or if this is not possible, with a minimum of one working days notice.  You will then receive a ‘FREE CLASS’ discount code.  To book your make-up class, select a class, on the website, choose a 'single ticket' and then apply the 'FREE CLASS' discount code at the checkout so that you do not have to pay.  If you would like to re-book a class that was bought with a ‘single ticket’ you CAN transfer or cancel this ticket yourself on the booking site. You will need to login to do this. |
| Can I book a ‘single ticket’ for a missed class without paying, and without a ‘FREE CLASS’ discount code? | NO, please do not do this.  If you do this it will leave the system registering that you owe payment.  PLEASE NOTE – For free or make up class bookings, the ‘FREE CLASS’ discount code MUST be entered, and the ‘apply’ box checked.  Please check that 100% discount is registered and that the fee is now £0.  If you do not check the ‘apply’ box the system will register that you owe payment. |
| When can I book my make-up session? | You can only book your make-up session when spare places have been released for booking. This is after the deadline date given for priority booking. |