

# Reigate Pilates Online Booking is NOW LIVE!

We are pleased to announce that our online booking system is (finally!) available for you to use!!!

**You will be able to do the following as of today -**

Create a Login  
View Your Schedule  
Early Cancel out of Your Term Classes (with 24 hours notice)  
Edit your personal information  
BOOK MAKEUP Classes  
View Your Purchase History  
View Your Account Balance

Our online booking system can be accessed at the following link:

<https://clients.mindbodyonline.com/ASP/home.asp?studioid=30542>

You will need to save or book mark this link. This link can also be found on our website.

## **TIPS ON USING THE SYSTEM:**

**"Sign Up!"** The first time you access the system, you need to sign up and give yourself a login and password. We do not assign you a password, you need to do this yourself.

You need to choose **"New to Our Site"**

Enter First Name and Last Name

**Do not create a new account**, the system will find your name and you click on **this is me!** If you create a new account instead of clicking on **this is me!** you will then have two accounts in our system, which creates a lot of confusion.

You will then be asked to verify your identity.... (with email address, last 4 digits of mobile phone, or date of birth).

Your login will then be created. Save your password in a safe place.

At the moment, most of what you can do, can be done under the **MY INFO** tab.

**Profile** - we would be very grateful if you would check your profile information and ensure that your address, email and telephone numbers are correct.

**Schedule** - this shows the classes and private lessons that you are booked into going forward. Note that you can CANCEL yourself out of classes on this screen (provided you are cancelling out 24 hours in advance - if the class or appointment is less than 24 hours into the future, the system will not give you a CANCEL option).

**Attendance** - an information screen that shows your attendance in the past.

**Purchase History** - what you have purchased or paid for at the studio in the past.

**Account** - every client has an account at Reigate Pilates, this is created automatically when you are entered into the system.

You will see when you enter the system that it is COLOUR CODED

Please look at the numbers listed along side the class and the class description. A table is listed below for your convenience. Please think about which classes you are booking for your own safety and DO NOT book a class higher than the level you currently attend, without discussing this first with the Reigate Pilates team. This also makes it fair for the other members of the class who have worked hard to gain the level they attend. It can take years of pilates practice to become proficient. So be patient and perfect your technique!

**1 Beginners**

**2 Gentle Improvers/Healthy Backs**

**3 Improver**

**4 Intermediate**

**5 Advanced**

We urge you to log on and try the system. It is used by millions of users around the world and we hope you will find it really useful.

If you have any questions about the online booking system , please email me at [shannon@reigatepilates.com](mailto:shannon@reigatepilates.com).

Please discuss your levels with your current teacher and if you do wish to move classes please let us know at the earliest convenience so we can find you a suitable alternative and also offer your space to someone else.

- Note that all classes need to be paid before your booking. The system will not allow you to book without paying for the classes.
- **SIGN UP** for which classes you want. You can either make a Single Reservation for one class or you can book a Recurring Reservation to book several classes in a row (providing you have credit on your account)
- To check what you have booked - go to "**My Info**" and check "**My Schedule**" and you will see all classes that you have booked and paid. You will also see where you can cancel out of the class in the future if you wish.
- NOTE that our normal 24 hour cancellation policies apply. If you book classes online (or in person) and then you need to cancel out of them, you can do this online under "**MY SCHEDULE**" (prior to 24 hours before class start time). The system then holds that cancelled class for you for future use and you can reschedule into another class without payment. Under "**MY SCHEDULE**" you can always see how many "**unbooked**" classes you have available.

Hope the above makes perfect sense! I know we've been waiting to get this up and running for the longest time, but so much prep work has had to go in to it!! I will follow up with another email regarding September/Autumn Term sign up details etc. Priority booking will start soon and classes are colour coded for ease of booking, plus you will need to meet the Pre requisites to join a "make up" class - ie the system will not allow you to book in to a class that is of a higher level than the one you attend, unless you have discussed this possibility with your teacher, myself or Steph. Please email us with any questions!

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