



## HOW TO BOOK A CLASS USING THE GLOFOX APP:

### FROM YOUR SMART PHONE:

- Go to the App Store if using an iPhone or Play Store or GooglePlay if on an Android.
- Search for Glofox (which is free) and 'Get' and 'Open'.
- When asked, click 'Allow' for notifications. This will mean you get messages confirming bookings, cancellations, etc., plus occasional messages from the studio/your teacher with any reminders/announcements.
- You can also 'Allow' Glofox use of your camera, if you wish to add a photo and/or have the app scan your payment card.
- Click 'Find Your Club' and search for Stable Yoga.
- You then have the choice of 'Sign In' or 'Register'. Use your e-mail address and a chosen password to do that. The first time you log in, you will be asked to agree to the liability waiver in the Terms & Conditions.
- Please check your details under the Settings icon in the top right corner, making any changes where necessary. You can also add a photo by tapping the screen to the left of your name.

### **Once logged in, you have 2 options for buying slot(s) in a class:**

1. IF YOU WISH TO ATTEND CLASSES ON A **REGULAR BASIS**, CLICK THE 'MEMBERSHIPS' ICON ON THE HOME PAGE

Here you will have the choice of buying a term's worth of tickets (10 – 36) depending on whether you plan to attend once, twice or three times a week.

If you attend once per week for a 10 or 12 week term the cost works out at £9/class and the credits expire 3 months from purchase. If you plan to attend more than once per week, i.e. buying a bundle/membership of 20, 24, 30 or 36 credits, the class price drops to £8/class and the credits will expire 4 months from purchase.

You will then be prompted to accept the payment T's & C's (giving you information about fees, expiry of classes purchased, cancellation, etc.)

The easiest way to pay for a bundle of classes is by credit/debit card. You can input your card details manually, or the app will ask permission to use the camera on your phone and will scan the payment card for you. If you'd rather pay (or have already paid) by cash, cheque, or bank transfer, please contact Lucy (info@stableyoga.co.uk) who will credit your account with the classes as soon as payment is received.

Once you've purchased your Membership/bundle of classes, to avoid the disappointment of finding a class full, we recommend booking into everything you want to attend for the whole term. To book yourself into your classes, click on the Classes icon on the home screen, scroll along the white dateline until you reach one of the dates you wish to attend, choose the class and click 'Book' at the bottom, followed by 'Use Credit' when prompted.

The main screen will show the number of credits you have available and, if you change your mind or are unable to attend after all, you can cancel your attendance up to 2 hours before the start of a class and use that credit again.

Please note that all multiple classes purchased have an expiry date: 3 or 4 months from the date of purchase, depending on the package bought. This means some credits can be used for holiday sessions that are scheduled after the official end of term.

Without a valid medical reason, classes purchased singly or in bundles cannot be refunded, but please contact Lucy at info@stableyoga.co.uk if you feel you are eligible for a refund.

2. IF YOU WISH TO ATTEND AS A ONE-OFF, **DROP-IN STUDENT** (£12/class), CLICK THE 'CLASSES' ICON FROM THE HOME PAGE

Scroll along the white dateline until you reach the date you wish to attend.

Choose the class you wish to attend, click 'Book' at the bottom, and you have the choice of 'Pay using the App' if you've input your debit/credit card info already, or 'Pay at the desk' if you prefer to pay by cash/cheque (payable to Stable Yoga) in the studio at the start of class.

If a class is full (at 15/15 people), you will be able to place your name on the waiting list. You will be notified by the Glofox App as soon as a slot becomes available (so make sure your Notifications are on/'allowed' – this will show up as a number in a red spot next to the bell icon on the home page).

As a regular student or as a drop-in, you can check what you're booked into if you by clicking the left-hand, calendar icon under your name on the start page of the app, which will give you your personal schedule of everything you're booked into. If you need to withdraw from a class, you have up to 2 hours before it starts to cancel the booking - click on your schedule and choose Cancel Booking at the bottom of the screen. As long as you've cancelled within 2 hours of the start of class, this credit will be available for reuse, so you can book yourself into a class that suits you better.

***If you have any trouble accessing the system and or need advice on how to use it, please contact Lucy: 07834 363820 or info@stableyoga.co.uk.***