

Pre-Registration FAQ

Q. Why should I Pre-register for class?

A. Pre-registration saves your spot and supports your practice by facilitating planning and fostering accountability. It also saves you time once you arrive at the studio, by offering fast check in. The Yoga on High App offers features such as push notifications and a calendar to help plan your classes for the week.

Q. How do I Pre-register?

A. You may pre-register by downloading the free Yoga on High App through the Apple or Google App stores or by visiting our daily schedule online and clicking the "sign-up" link next to the class listing.

Q. Can I attend class without pre-registering?

A. Walk-ins are welcome as space permits. You can check class attendance numbers on the app or online.

Q. I pre-registered; how will I check in when I arrive for class at Yoga on High?

A. Instead of signing in on paper, you will now sign in using an iPad that you will find in the same familiar location where you have always signed in. If you have pre-registered, your name will be listed and you will just tap the sign in box. If you are not preregistered and there is space in the class, you will just press the large "+" addition sign and add your name. If you need to purchase class passes, please stop at the front desk or do so before arriving online.

Q. I need to purchase a new pass, but want to pre-register. What should I do?

A. Purchase your pass online through our online store or through the Yoga on High App, then you may continue with the pre-registration process.

Q. I am purchasing a pass with cash. What should I do?

A. Please stop by the front desk to purchase your pass. You may attend class as a walk-in, space permitting.

Q. I am brand new to Yoga on High. I would like to pre-register. Is there anything else I need to do?

A. Welcome to Yoga on High! Purchase your pass online through our online store or through the Yoga on High App, then you may continue with the pre-registration process. When you arrive for class, stop by the front desk for instructions and to fill out a waiver. Check in for class inside the studio.

Q. I have a current Mindbody account and I am not sure if I have a login OR I forgot my login, what should I do?

A. Call the front desk at 614-291-4444 and we would be happy to provide you with a login username and/or reset your password for you.

Q. I have an unlimited monthly membership but I am unable to pre-register. What should I do?

A. Did you create a NEW MindBody account? If so, you may have created a duplicate account and the new account will not reflect your unlimited monthly membership. Please call the Front Desk at 614-291-4444 so we can provide your original MindBody username and reset your password.

Q. I have a membership and/or class passes on my account already but the APP is asking me to enter my credit card number before it will let me pre-register for my classes. Why is this?

A. More than likely, your billing information is incomplete in our system. Meaning, the city/state/ or your address may be missing in your billing information. We are more than happy to correct this for you. Please just give us a call or send us an email and we will fix this issue for you immediately.

Q. Will I be charged if I preregister and need to cancel my reservation?

A. No, you will not be charged if you early cancel your reservation. Please make best attempts to cancel 12 hours prior to class. We understand things may come up at the last minute. Please cancel as soon as you know you will not be able to attend class.

Q. Will I be charged if I preregister and don't show for class?

A. If you do not cancel your registration and you do not show for class, you will be charged \$18 - the cost of a drop-in. This policy applies to those with unlimited monthly memberships as well.

Q. What happens if I preregistered but I am running late to class?

A. We suggest you arrive 15 minutes prior to the start of class. If you are not present 5 minutes prior to the start of class, your reservation will be given to a standby walk-in student unless you call and let us know you are coming.

Q. If I walk-in without pre-registering and the class is full, will I be able to attend the class?

A. We hope to never have to turn anyone away. If the class is full based on pre-registration, you can wait as a standby student. If there is a "no show" you can take that person's spot. We feel pre-registration is the fairest option as it prevents you from coming in and finding a class is full.

Q. If I have a free class pass, can I pre-register?

A. There is not currently an option to pre-register with a free class pass. The number of students registered IS listed on the App and on our website so you will have a good idea of the space available in the class before arriving.

Q. If I have a free class pass from my Perkrville Rewards, can I pre-register?

A. Yes, your Perkrville rewards free class pass will automatically add to your MindBody account when you hit "redeem perk" through Perkrville.

Q. How do I pre-register if I have Groupon, Living Social or other promotional Voucher?

A. Simply call the front desk and they can help with your voucher redemption process. Once your Voucher is on your MindBody account you may pre-register as usual.

Q. Can I pre-register for a Karma Yoga or Community Yoga Class that is donation based?

A. Yes, please stop by the front desk to pay your \$5 Karma Yoga drop in or to make a donation.

Q. I am a LuLulemon Employee, can I pre-register?

A. Yes, Please still stop by the front desk when you arrive to sign the Lululemon employee log.