

# **Qi Gong with Maria**

## **Class Portal System Information Sheet**

### **GENERAL REMINDERS**

- 1) The Four and Ten Class Passes expire 30 days from the date of purchase. Once your pass has expired, you must purchase a new one (or pay the DROP IN rate) in order to register for additional classes.
- 2) When you register for classes, you receive TWO EMAILS which include the Zoom links for the class(es) - one immediately after you register and the other one hour prior to the start of class.
- 3) If you register for a class and are unable to attend, you must cancel your registration PRIOR TO THE START OF THE CLASS or else you will be charged for that class.
- 4) If you are using a redemption code for a class, you MUST PRESS APPLY in order for that code to take effect.

5) If you have any questions while you are using the Class Portal, please use the LIVE HELP feature which is staffed by the Customer Service representative for the website.

## **PRICES**

\$10 PER CLASS (Drop-in price)

FOUR CLASS PASS = \$36

TEN CLASS PASS = \$75

UNLIMITED CLASS PASS = \$100/month

## **EXPIRATION DATES**

- ❖ Unlimited Monthly Passes are for the calendar month and expire on the date of the last class of the month.
- ❖ The Four and Ten Class Passes expire 30 days from the date of purchase OR when all of the classes have been used, WHICHEVER COMES FIRST. What this means is that once you have attended all 4 or 10 classes on your Class Pass, you will have to purchase a new pass even if you have not yet hit the 30-day mark. If you register for and attend any classes after you have used up all of the classes on

your Class Pass, the system will charge you the full-price DROP IN rate of \$10 per class.

So, you have several options when you have used up all of the classes on your class pass:

#1) Wait until the 30 days (from date of purchase) have expired and purchase a new Class Pass at that time.

#2) Pay the \$10 per class Drop-In rate until you hit the 30 days from purchase date and the system allows you to purchase a new pass.

#3) Ask me to manually go into the system to cancel your class pass before the expiration date which will allow you the ability to purchase a new Class Pass once you have used all 4 or 10 classes.

## **BOOKING INFORMATION**

❖ Four and Ten Class Pass holders, please pay close attention when you are booking your classes. When it says: "!YOU HAVE 0 CREDITS", it means you have used up all of the classes on your pass and if you book any additional classes and press

"Continue", you will be charged the per class Drop In rate of \$10 per class.

❖ The system keeps track of how many classes you have registered for and attended, but you have to pay attention when you are booking the classes. The system will count down the number of credits (classes) you have remaining on your Class Pass. This is displayed on the Booking Screen.

❖ Please be advised, you will NOT receive an email notification saying you have used up all of the classes on your pass. The only notification is the one which appears within the system. See the photo below for an example of this.

