

Bookwhen – Quick Start Guide

Create your account

1. Visit: <https://bookwhen.com/releasepilates>
 2. Create your account using your email address.
 3. Verify your email address.
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Choose your pass and book

Standard Prices

- One Class – £13
- 5-Class Pass – £60
- 5-Class Pass (45 minute classes) - £50
- 10-Class Pass – £110

Buying a 5-Class or 10-Class Pass

- Select the **first class** you'd like to attend.
- Add your chosen **5-Class Pass** or **10-Class Pass** to your basket.
- Add the **One Class Pass** ticket for that class.

Booking multiple classes in one go

If you'd like to book several classes in advance:

- Add your **5-Class Pass** or **10-Class Pass** to your basket **once**.
- Return to the timetable and select each class you'd like to attend.
- Add a **One Class Pass** ticket for every class.
- Once you've added all your classes, click **View Basket** and complete the checkout **once**.

Each **One Class Pass** ticket will automatically be deducted from your class pass credits.



If you attend the same class each week, I recommend booking all of your classes in advance (within your class pass validity period) to secure your place.



Please remember you are responsible for keeping track of your remaining class credits and purchasing a new class pass when required.

Payment

Payment is by **bank transfer or cash**.

If paying by bank transfer, please use your **Bookwhen booking reference** as the payment reference so I can match your payment to your booking.

If a class is full

- Open the class.
- Click **Join Waitlist**.
- Confirm your details.

If a space becomes available, Bookwhen will notify you automatically so you can book your place.

Cancelling a class

- Log into your Bookwhen account.
- Go to **Bookings**.
- Select the class you wish to cancel.
- Click **Cancel Booking**.

If you cancel **at least 24 hours before the class starts**, your class credit will automatically be returned to your account.

Unfortunately, cancellations made **less than 24 hours before the class starts** cannot be refunded.

For full details, please see the Terms & Conditions:

<https://www.releasepilates.co.uk/terms-and-conditions>

Add Bookwhen to your iPhone Home Screen

- Open your Bookwhen page in **Safari**.
- Tap the **Share** button
- Scroll down and tap **Add to Home Screen**.
- Tap **Add**.

Bookwhen will now appear on your Home Screen for quick and easy access.

If you have any questions or need any help getting started, please don't hesitate to get in touch. I'm always happy to help!