



## USING MINDBODY ONLINE BOOKING & PAYMENT SYSTEM

### Why use MINDBODY?

- Flexible system for booking classes and appointments
- Option to modify/reschedule classes and appointments
- Pay online (like you would buying a product from amazon!)

### How do I register?

- Visit [clients.mindbodyonline.com](https://clients.mindbodyonline.com) OR download the **free MINDBODY app** onto your smart phone/device
- Enter a couple of simple login details, create a password and ....you're in!

### What else do I need to do?

- Check your details are correct (name, email, address, DOB etc)
- Read through the terms & conditions and policies emailed across to you. By using MINDBODY you are agreeing to the terms
- Check how many sessions you have remaining and purchase another bundle of sessions if you're running low or wish to secure your place in a particular session long term
- Book yourself in to your usual class for the remaining number of paid-for sessions
- Check your physiotherapy appointment date and time is correct
- Remember to set yourself a recurring booking if you'd like to retain your place in your current class
- Remember to reschedule a class if you have a forthcoming holiday/meeting etc
- Rate us if you'd like to! 5 stars would be just lovely! 😊

## FREQUENTLY ASKED QUESTIONS

### 1. How do I pay for my classes from now on?

You can pay online via the MINDBODY system, just like you would if you purchased any other product online. You do not need to involve your bank at all, just enter your card details and they will be stored securely.

### 2. What if I've never bought anything online before?

It'll be very straight forwards if you follow the MINDBODY instructions. You'll need your card in front of you. You'll need to enter your long card number, the expiry date, the security code (3 numbers on the back).

### 3. Is it secure to pay online?

PaySafe are PCI DSS compliant Level 1 which means they are as secure as merchant account providers such as PayPal. Your card details would be encrypted too so the likelihood of a breach is incredibly low.

### 4. What happens if I can't make a particular class?

Providing you give more than 24 hours' notice, you will be able to reschedule your class to another time without penalty. Part of the reason for using the MINDBODY system is so it gives you greater flexibility over your bookings. If, however, you give less than 24 hours' notice, you will be unable to modify your booking and will still be charged as if you've attended.

5. How will I know where there is class availability?

Unlike ever before, you'll now be able to view our full class schedule. The MINDBODY system will easily show you where there are vacancies and, providing it's convenient to you and at an appropriate level, you can book yourself in!

6. What happens if I'm away for 2 weeks during the course of my class block (6 or 12 weeks)?

We have built in a little 'breathing space' into the MINDBODY system so you could either a) attend a couple of times a week OR you could schedule your classes for when you're back. For instance, if you paid for a 6 week class bundle, you'd have an 8 week period in which to attend your 6 paid-for sessions.

7. How will I know if a class is cancelled by Plus Health Company?

If we are able to give forwards notice of a class cancellation (for instance, over Christmas holidays) the system will not allow you to book in. In the event of a late cancellation (for instance, due to illness) you will be notified via email.

8. How do I make sure I keep my place in class?

In order to retain your place in a particular session, you need to be organised and book yourself in as a recurring booking. The MINDBODY system will only allow you to book sessions that have been paid for. If you'd like to secure your place for a longer period of time, it may be best to purchase the 12 week class bundle.

9. What happens if I already have an appointment booked but haven't yet paid for it?

You'll be able to pay your physiotherapist directly, in the usual way, and we'll update the system.

10. Will there be an opportunity to receive a gift card or use a promotion?

You may get a little treat from us once in a while. This will be received via email so please make sure we're not in your junk or spam folder! To redeem your gift, you'll be issued with a promotional code which you can enter in to your next purchase 😊

11. Will I still be able to reschedule appointments and classes by texting Jen, emailing or liaising with other staff?

Part of the reason we've decided to switch on to an online system is to reduce our administration and dedicate more of our time to teaching classes and physiotherapy appointments. In this event, we will no longer be able to modify your classes or appointments unless previously agreed with Jen Redfern and received in writing. Please see question 12 below.

12. What happens if I don't wish to use MINDBODY or pay online?

In this event, please liaise with Jen Redfern directly – other members of staff will not be able to answer your query on this. Hopefully most people will be happy to use MINDBODY but for those that aren't, there is another – less flexible – option for you.