

## REPS Virtual FAQ's

- **Do I need to have an account in MindBody to sign up for classes?**
  - Yes, you will not be able to sign up for classes without one!
- **If I had a package at REPS-Jamaica Plain, REPS-Beacon Hill, or Beacon Hill Yoga, can I take any class offered on this new schedule?**
  - Yes!
- **If I had a package with any REPS location prior to studio closures, are they now activated?**
  - Yes! All packages were frozen as of March 15, 2020. These package expiration dates have been expanded by 10 weeks to account for the time REPS was unable to offer credit-based classes.
- **What if I don't plan to use my packages for at-home workouts? Can you re-freeze my package?**
  - Unfortunately, no. This event has been unprecedented, and something that we hoped would only last a couple weeks, is approaching its third month. As a small business, we depend on revenue, of which we have had very little of since the pandemic began. Therefore, we unfroze these class packs and made classes accessible across all studios for everyone (virtually), in hopes that clients could begin to use their class credits, or purchase new ones. We understand that it's not ideal to workout from home, but hope that between our yoga, HIIT, and cycling classes, you will be able to find a format that works for you!
- **The virtual classes appear cheaper than the in-person class packs I purchased a while back. Can I purchase a virtual class pack and freeze my existing class packs?**
  - This one is tricky. Though we will still not freeze any existing class packs, you can purchase a new virtual class pack and use it for classes. Mindbody will pull from whichever pack is **SOONEST TO EXPIRE**, which is why we made our virtual class packs expire in 7 or 30 days, depending on which one you purchase. Just note, your previously purchased class packs will still have whatever expiration date it has, once the packages are unfrozen, and extended 75 days to account for the closure of the studios.
- **What's the latest I can sign up for a LIVE class?**
  - **If the class is a LIVE Sunrise class (7:00 AM), you will need to sign up by 8:00 PM the evening before**, in order to receive the link in time for class.
  - If it is a LIVE class scheduled for any other time of day, you will need to sign up **NO LATER THAN 30 MINUTES BEFORE THE START OF THE LIVE CLASS.**
- **What's the latest I can sign up for a REC. (recorded class)?**
  - All recorded classes expire 24 hours after the live class finishes recording. If you sign up for the recording BEFORE the start of the LIVE class, you will receive the link to the recording approximately 30 minutes after the LIVE class concludes. If you sign up for the recording AFTER the LIVE class has completed, it can take up to 8 hours to receive the link.

- **What if I signed up for a LIVE class, but suddenly can't make it? Can I switch to the recording?**
  - You will need to make this change yourself in MindBody. You would need to cancel the LIVE class reservation, and sign up for the REC. class option. If you do this up to **4 HOURS BEFORE THE START OF THE LIVE CLASS**, you will not lose a class credit, and will instead be able to just swap the credit to the other class. If you try to make this change **LESS THAN 4 HOURS BEFORE THE LIVE CLASS BEGINS**, you will lose a credit and have to use a second credit to sign up for the recording.
  
- **How do I access the class specific playlists for each class?**
  - This will depend on your instructor. See below;
    - Renvil
      - Spotify: @Renvil Doman (space between the two names)
    - Laura
      - Apple Music: @laura\_sample
  
- **Will these classes be available on Class Pass?**
  - Only live class options will be available on Class Pass. Recorded options will not be accessible via Class Pass.