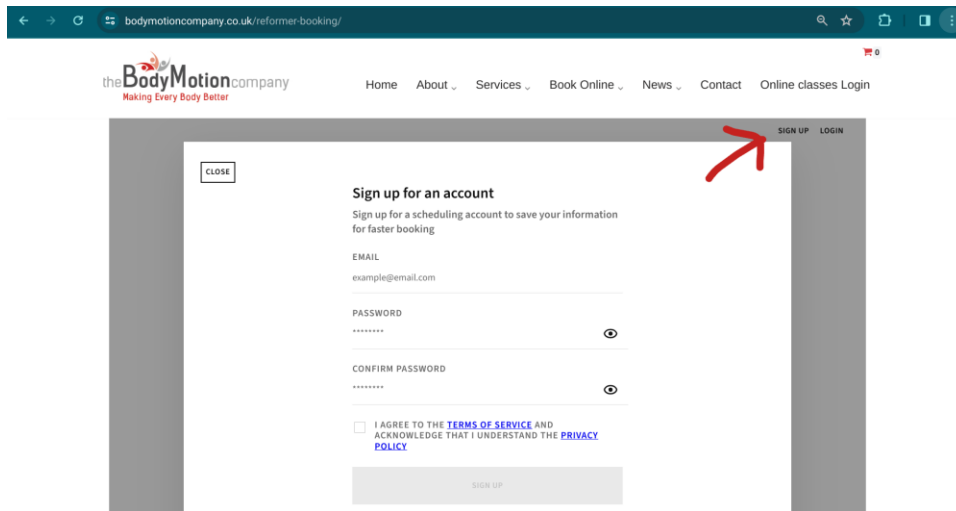


HAVE YOU SIGNED UP FOR AN ACCOUNT?

It is a common misconception that by booking a class and providing an email to receive a confirmation of your appointment that you have registered for an account that will allow you to log in to the system (**use the Returning? /Login box**) the next time you want to book or make changes.

If you did not click on the SIGN UP (top right) at the time of booking, and completed the form shown below, your information will not have been saved and you would not have progressed to this page (see image below) to enter your email and password:



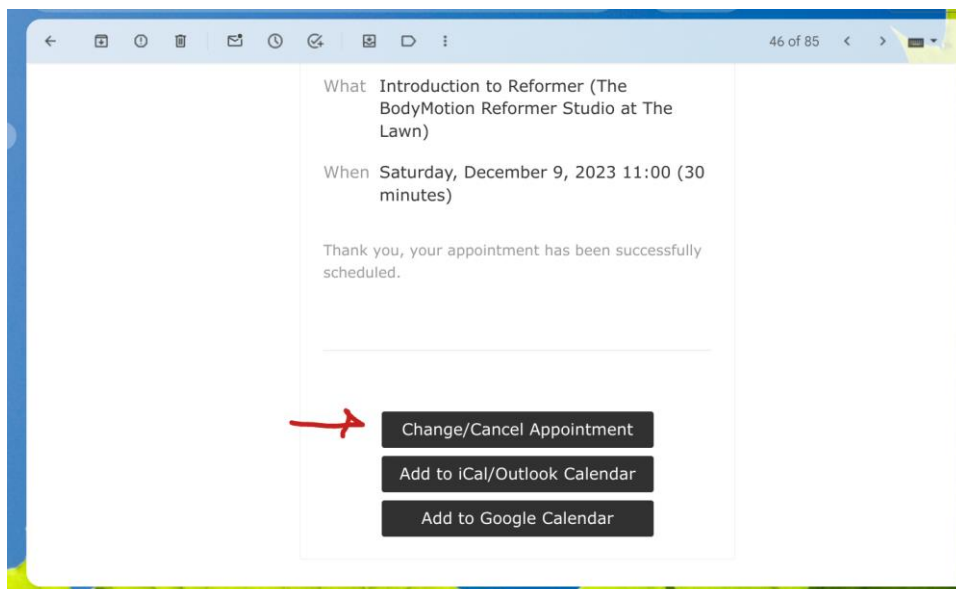
The screenshot shows a web browser window with the URL `bodymotioncompany.co.uk/reformer-booking/`. The page features the BodyMotion company logo and a navigation menu. A modal form titled "Sign up for an account" is displayed, containing the following elements:

- A "CLOSE" button in the top left corner of the modal.
- The heading "Sign up for an account" and a sub-heading "Sign up for a scheduling account to save your information for faster booking".
- An "EMAIL" input field with the placeholder text "example@email.com".
- A "PASSWORD" input field with a toggle icon for visibility.
- A "CONFIRM PASSWORD" input field with a toggle icon for visibility.
- A checkbox labeled "I AGREE TO THE [TERMS OF SERVICE](#) AND ACKNOWLEDGE THAT I UNDERSTAND THE [PRIVACY POLICY](#)".
- A "SIGN UP" button at the bottom of the form.
- A red arrow pointing to the "SIGN UP" button in the top right corner of the modal.

To SIGN UP for an account so that you can more easily book and access your booking information, and save your health data, please do the following:

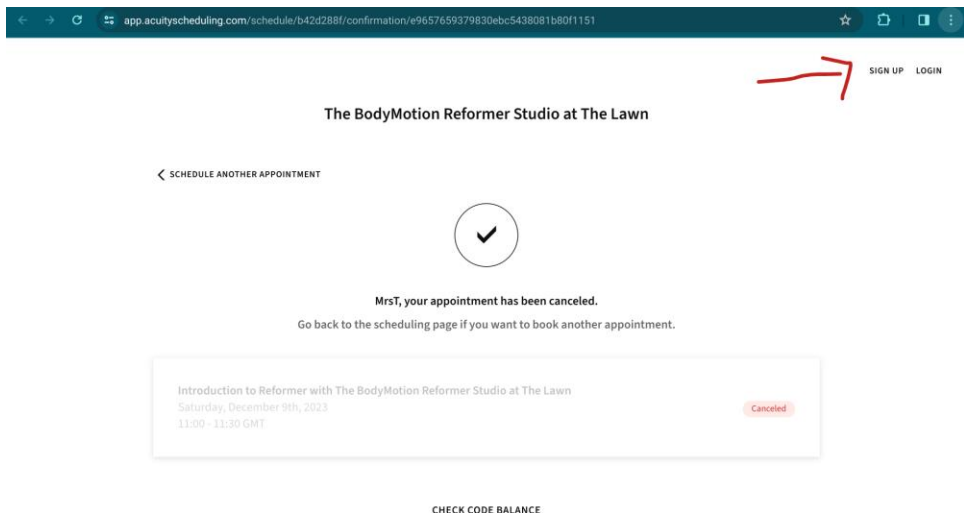
Using a booking confirmation email: (Please keep them safe Flag or save them in a file)

Click **Change/Cancel Appointment** - this will take you back to the confirmation / scheduling page.



The screenshot shows an email interface with the following content:

- Subject: "What: Introduction to Reformer (The BodyMotion Reformer Studio at The Lawn)"
- Date/Time: "When: Saturday, December 9, 2023 11:00 (30 minutes)"
- Message: "Thank you, your appointment has been successfully scheduled."
- Buttons: "Change/Cancel Appointment", "Add to iCal/Outlook Calendar", and "Add to Google Calendar".
- A red arrow pointing to the "Change/Cancel Appointment" button.

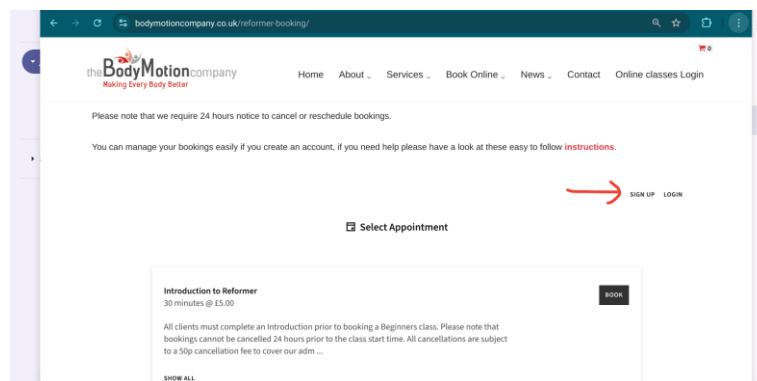


In the top right-hand corner, you can see SIGN UP / LOG IN **click on sign up**

Enter an email address and password as required, taking care to check them twice before clicking **Sign up**.

Done! When you come to book another Reformer class, if you do not wish to use a Booking confirmation (which is the easiest way) please make sure you are on the **Reformer booking page (not the homepage)** to **Login** to access your account with your email and password, here is the link to this page: <https://www.bodymotioncompany.co.uk/reformer-booking/>

and a screenshot of the location of Login access shown below:

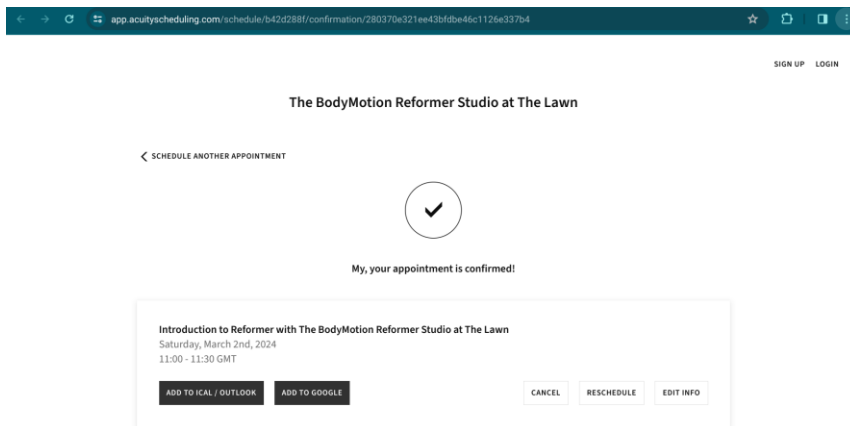


HOW TO RESCHEDULE & CANCEL YOUR APPOINTMENTS

When booking an appointment please take care entering your email address, and double check it is correct, a common mistake is typing JCLOUD instead of ICLOUD. If your email is incorrect, you will not receive a confirmation email which enables you to make changes or access your account if you signed up for one.

To Reschedule appointments:

Click **Change/Cancel Appointment** on the initial confirmation email you received after booking. This will bring you back to your confirmation page as shown below:



You may need to click on the 3dots to the right of the appointment to get a drop-down menu with all the options; Cancel, Reschedule etc.

Click **Reschedule** choose a new date and time. You'll be shown only available times.

Click **Reschedule**. You will advance to a confirmation page and receive another email with the details of the updated appointment.

Keep in mind:

- You should receive a confirmation email upon booking, if you do not receive it, check your junk mail first and then if not received please let us know.
- You can only choose a new date and time.
- You can only reschedule your appointments up to 24 hours before the original time, by using your Booking Confirmation email and following the above instructions.
- There is no fee to reschedule a class

To Cancel appointments:

Click **Change/Cancel Appointment** in the initial confirmation email you receive after booking. This brings you back to your confirmation page as shown above.

Click **Cancel**. Click **Yes, Cancel appointment**.

You will advance to the Scheduling Page with a message confirming the cancellation and receive a [cancellation email](#) to confirm.

If you have more than one appointment, they will be listed on this page also, click on a date you wish to change and do the same.

Keep in mind:

- You can only cancel your appointments up to 24 hours before the original time, by using your Booking Confirmation email and following the above instructions.
- ***You do not need to Login to cancel or reschedule appointments.***
- ***As emails are not monitored on a 24/7 basis, if you try to request a cancellation/reschedule this way, you risk your request not being actioned in time, regardless of***

when you sent it. This is because class spots cancelled once the 24-hour window has closed are not available for anyone else to book.

- There is a £0.50 admin fee to cancel a reformer appointment if payment was made by Stripe.

Aswell as SIGN UP and LOG IN you can also SCHEDULE ANOTHER APPOINTMENT (top left) and CHECK CODE BALANCE (bottom middle). **You do not need to log in to make changes to your appointment.**

