

# Online Membership

## FAQ

## **What's included in the membership?**

The Membership is the primary way for you to access the majority of our online classes and practices. Currently we have over 60 practices available for our members and this number is growing every week. You also have access to our live stream offering and we will continue to bring you more and more content as we expand our offerings. New content gets uploaded monthly.

## **How can I access the membership page?**

Head to [yogatime.com.au/online-yoga-trainings-courses/add](https://yogatime.com.au/online-yoga-trainings-courses/add) it to your bookmarks bar.

At the top right there is a drop down menu that will say "Your Account" or if you aren't logged in it will say "Login."

Login with your email and password you have created when you signed up for the online membership.

## **Do you record the live stream classes?**

Some of our live stream classes are recorded however we find that the best time to do these practices is at the Live Stream time if possible. The group energy and the time structure helps you to stay focussed. To book a live stream class visit our timetable on our website.

### **How does billing work with the online membership?**

Your billing amount comes out every month. The date of your billing depends on the date you sign up. For example if you purchased a membership on the 15th of the month, you could expect this amount to come out every month on the 15th- this may be slightly later if the date is on a weekend.

If you want to cancel before the end of the month, ensure you do it before your next billing cycle, know the date it comes out, as we don't supply refunds. All payments are processed automatically through an external membership system.

### **Is there a minimum sign up period?**

No.

### **Can I cancel anytime?**

Yes. To cancel simply email us [hello@yogatime.com.au](mailto:hello@yogatime.com.au) and we will cancel your subscriptions straight away for you.