



FREQUENTLY ASKED QUESTIONS

1. How do I book a single class or workshop?

To book visit this page: <https://bookwhen.com/souladventures>

Click on a class or workshop you wish to attend and then next to “tickets” click select

This will then allow you to select the no. of tickets you wish to purchase for that class/workshop

Click view selections

You will now be redirected to your cart

Click book now

Enter your personal details and click continue

Review your booking and click pay by card

Enter your card details and click pay

You should now receive a booking confirmation in your email

You will receive a reminder email both a day before and then another email one hour before the class/workshop.

2. How do I book a club pass?

To book visit this page: <https://bookwhen.com/souladventures/passes>

Click select (this will turn into the no. of passes you wish to purchase)

Click view selection in the bottom right hand corner

A message will appear asking you to select at least one ticket/class to start your purchase

Click select tickets

You will be redirected to the schedule page. Click on a class you wish to attend and then next to tickets click select.

Repeat this process if you wish to book more than one class

Click view selections once you are ready to proceed to the cart

Click book now

Enter your personal details and click continue

Review your booking and click pay by card

Enter your card details and click pay
You should now receive a booking confirmation in your email

You will receive a reminder email both a day before and then another email one hour before the class/workshop.

3. How do I book more classes on my pass?

When you ready to book further classes, you will be able to either login if you create an account or you can click on view booking from your confirmation email.

Go to our schedule and select the next event you wish to attend.

Next to tickets, click select and then click view selection.

Click book now and complete the registration process as before.

You will then receive a confirmation of your new booking which will include how many Club Passes you have used (i.e. 3/10).

4. How do I join the class?

At the time of the event click view zoom event from your booking confirmation email which will direct you to the zoom meeting.

5. What do I need to join the class?

You will need a good internet connection

A laptop, computer or phone with zoom downloaded

A yoga mat is recommended

Any other yoga equipment you wish to use; i.e. blocks, bolsters, straps and more are optional

6. Can I refund my booking?

All our event bookings are non-refundable.

7. Can I transfer my booking?

Yes. If you are unable to attend, you will be able to transfer your ticket to another event up to 2 hours before the class/workshop start time.

For all other questions or enquiries please email office@souladventures.co.uk