



How to use the Online Booking & Payment System

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How to find the booking page

At Why Weight Ireland we use an [online booking & payment system](#) for most of our studio classes. Some classes are taught independently by external instructors and these classes may not be bookable through the online system unless they have requested to be included.

The new booking system will also allow us the ability to create online (virtual) classes that you can book and attend from your home through Zoom, in the case of another business closure, and also give us the ability to add videos to any of your bookings.

How to get to the booking page:

1. Easiest is to visit our booking system directly and save it as a bookmark www.bookwhen.com/whyweight
2. Visit whyweightireland.ie and click on the **Book Online** button underneath the centre logo. You will also find this **Book Online** button within our Studio tab on our website.

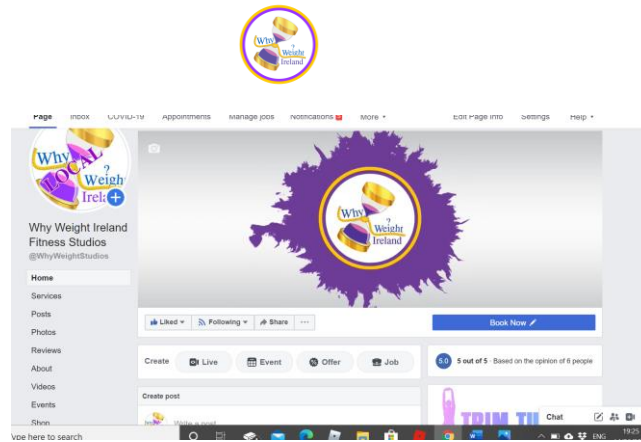


[Access our new online studio booking & payment system](#)

[Book Online](#)

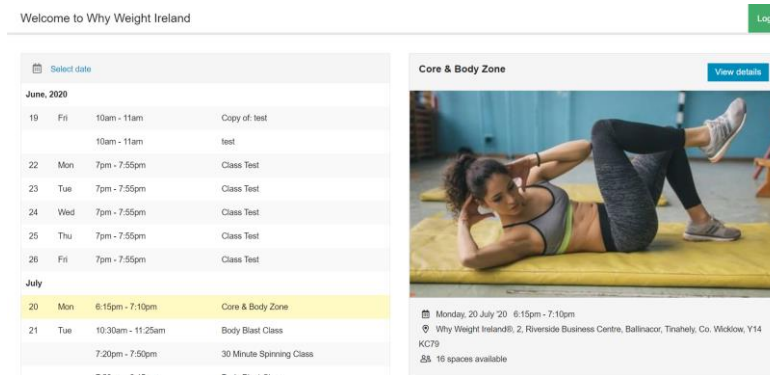
Why Weight Ireland is a leading weight loss & fitness business that has helped change the dieting minds of thousands of people in Ireland. Through the use of tracking your food, personal support and expert fitness plans, Hannah Nolan, owner of Why Weight

3. You can also access the booking system through our Facebook Page www.facebook.com/whyweightstudios by clicking on the Book Now tab

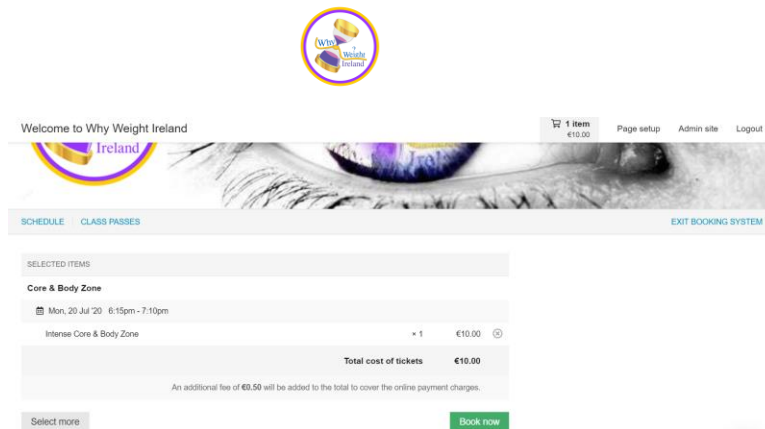


Making a booking

Once you are on the booking system you can now select the class you wish to attend by clicking on the name of the class on the left-hand side e.g. Core & Body Zone



You can then read all about the class on the right-hand side, any class information, instructions and at the end you can tap/click 'Select' your class (Ticket). You can purchase up to a max of 4 people on one booking. Once you have selected your class, and the number of persons attending with you, you can either continue to select different classes on the same booking (as many as you wish) or you can tap/click View Selection (which is underneath the Select ticket option) or you can tap/click on the Cart at the top of the page.



Now that you are in your Booking/Cart area you can now continue to the final booking stage or you can go back to select more classes by clicking/tapping 'Select More' or you can deselect the chosen class by clicking/tapping on the small (X) to remove the class from your booking.

Once you are happy with your class selection you can select Book Now and it will bring you through the booking and payment section. You will be required to enter your email address, your name (and if you selected more than one person attending you will be asked for their name too) and your mobile number.

On this page you will also be required to select three tick boxes. One to acknowledge that we will be social distancing and you agree to respect others who wish to social distance. Included at the end of this is a COVID-19 Waiver Form – This must be downloaded, filled in and emailed direct to hannah@whyweightireland.ie or if this is not possible please print, fill in and bring with you to your first class. You only need to do this form once – all other bookings just ignore and tick the box.

The second tick box is a Health Screen Form. Please fill this Health Screen Form in and send to hannah@whyweightireland.ie or bring with you on your first class. This form only needs to be filled in once a year, so like previously, for all other bookings, please ignore and tick the box.

The third and final tick box is a basic "Would you like to receive information about classes and events" – This tick box is not mandatory and if you tick the box once during one booking there is no need to tick it again. (unless you like ticking boxes)



Welcome to Why Weight Ireland Login

BOOKER DETAILS PAYMENT COMPLETE

Booker details

Your email address

Enter your own email if booking on behalf of others.

Welcome to Why Weight Ireland Login

BOOKER DETAILS PAYMENT COMPLETE

Attendee details

1ST ATTENDEE Change attendee

* Full name First name Surname

* Attendee Email

Booking details

* Mobile Phone Number

* Please tick the box after you have read the below text.

Due to COVID-19 and in conjunction with HSE & Government recommendations we will be required to social distance when in the studio. Social distancing rules are not mandatory but please respect those who do wish to social distance.

Welcome to Why Weight Ireland Login

By providing all of the above, we have sufficiently covered the recommendations by The National Return to Work Safety Protocol.

Please fill in and sign the attached COVID-19 Liability Waiver form and either email it to hannah@whyweightireland.ie or print, sign and bring with you to your first class. This just needs to be completed once per client.

Covid 19 Liability Waiver
COVID-19 Liability Waiver.pdf (123 KB)

* Health Screen Form 2020 For all adults attending the Why Weight Ireland studio could you please download/print the attached Health Screen Form 2020, fill it in and preferably email it to hannah@whyweightireland.ie or if this is not possible, print it off, fill it in and bring it with you when you attend your next class.
***This form needs to be filled out just once a year so if you have already sent in your 2020 Health Form just Tick the box. :)

Health Screen Form 2020
Health Screen Form 2020.pdf (150 KB)

Would you like to receive updates about our latest offers and events?

Once you are ready, click/tap the continue button which will bring you to the payment option.

For the coming weeks we will be offering the opportunity to pay via debit/credit card (via Stripe) – just select Pay by Card and you will be asked for your card details.

Once payment is confirmed you will be shown a completion reference number and also an option to create a password. I do advise you to select this option as it will make booking in the future much easier and also allow you the ability to reschedule your class up to 48hrs before your class is due.



Welcome to Why Weight Ireland Login

BOOKER DETAILS **PAYMENT** COMPLETE

COSTS & PAYMENT

Core & Body Zone - Intense Core & Body Zone	€10.00
Cost of tickets	€10.00
Online payment total	€10.50
<small>This includes an additional processing fee of €0.50</small>	

ONLINE PAYMENT

Pay by card using the button below.

Total to be paid: €10.50 Pay by card

We have activated the OFFLINE PAYMENT option which will allow you to pay in the studio in cash (please bring exact change only as going forward change will be limited). This offline option will only be available for the ***next few weeks ONLY***, as we are required to limit contact facing as part of the COVID-19 procedural policy and online payments will become mandatory. If you wouldn't mind entering in the 'Additional Information' box why you will be paying in cash and not by debit/credit card it would be greatly appreciated (and tick the agree offline payment terms box).

Anyone who books a place via the offline option and does not turn up for their class will be marked as non-attendance and the system will automatically enforce online payment going forward.

Welcome to Why Weight Ireland Login

OFFLINE PAYMENT

Thank you for booking your class.

Due to COVID-19 HSE & Government Guidelines we must limit the amount of physical contact with clients and this is the reason for the new booking & payment system.

If for any reason you are unable to pay via debit/credit card you can, for now, still pay via cash at the time of the class but please if possible do try and pay by card via the booking system as this will become mandatory over the coming weeks.

When paying by cash, if possible, please bring the exact money for the class as change will be limited.

In the 'Additional Information' box below could you please let me know the reason why you cannot pay by card.

Thank you
Hannah

Additional information *

Agree offline payment terms? *

Total to be paid: €10.00 Complete booking



Monthly Passes

We offer a limited number of Month Passes (in the booking system they are called Class Passes)

SCHEDULE | CLASS PASSES

Select date

June, 2020

Welcome to Why Weight Ireland

SCHEDULE | CLASS PASSES

Unlimited Monthly Pass

€65.00 — Pass for **unlimited classes**.

For use on events occurring in the next **30 days**.
One use allowed per event.

Pass can be used for:

- Body Blast Class
- Core & Body Zone
- Kettlebells

The Monthly Pass entitles you to access all Body Blast, Kettlebells, Zumba, Core & Body Zone, and any other Why Weight Ireland instructor lead classes when they are run. The Monthly Pass EXCLUDES: Pilates, Yoga & Hip Hop as they are taught by external instructors. The pass is also restricted to 1 X Spin Class per Week - Please book your free spin class directly through Hannah (not through the online booking system).

Select

When booking a Monthly Class Pass you must select a class to attend too. Don't worry, once you get to the cart/checkout, the system will automatically know that you are paying for a Monthly Class Pass so you will not be charged for the class.

It is also important for you to setup a password at the end of the checkout procedure so you can log in and the system will automatically know that you have a 30-Day Monthly Class Pass and you will not be charged for your class booking.

Please note:

Pass can be used for:

- Body Blast Class
- Core & Body Zone



- Kettlebells
- Zumba

The Monthly Pass entitles you to access all Body Blast, Kettlebells, Zumba, Core & Body Zone, and any other Why Weight Ireland instructor lead classes when they are run. The Monthly Pass **EXCLUDES**: Pilates, Yoga & Hip Hop as they are taught by external instructors. There is also a Yoga Monthly pass available.

The Monthly Class Pass is restricted to 1 X Spin Class per Week

Booking Options & Extras

Booking

Checkout reservation period: **15 minutes**

The duration places will be reserved by the booking system whilst in checkout. If the booking is abandoned then the place will be left reserved until this period has expired.

Reschedule

Allow people to **reschedule** their own bookings?

- **Yes** - until 2 days before event at 8:00pm

Allow **ticket transfers**?

- **Yes** - until 2 days before event at 8:00pm
 - Event and ticket type transfers enabled.
 - Event and ticket transfers restricted to 1 time per booking.
 - Event and ticket transfers restricted to 8 weeks after the original booking.

Waiting list

Is there a waiting list? When an event is fully booked, people can join the waiting list automatically by entering their name, email, and phone number at checkout.

If a place becomes available, the people on the list will be emailed in order, with a delay between each, until the place is filled. The current delay between each email is 30 minutes. If the class is not booked by the first person on the list then 30 minutes later the second person will be given the opportunity to book the place...and so on.



Reminders

Do you send reminder emails?

Emails will be sent to attendees at a set time before an event to remind them about their booking.

For Booked Classes:

- **Yes** - 1 day before event at 2:00pm

For online events?

- **Yes** - 60 minutes before event

If you have any queries please email Hannah@whyweightireland.ie