MindBody Online Registration F.A.Q

**Do we have to sign up for twice a week even though I see a once a week option?**

**Yes.** The “5 Pack (afternoon/morning add-on)” is reserved for those kids who do once a week in the morning in a limited time because of school. For the kids who can go full time can buy a regular twice a week package.

**What is the drop in rate?**

For the kids that are not sign up and show up with no prior notice and no package will be charged a drop in rate of 95 dollars. We will provide 2 warning/reminders and will begin charging on the 3rd.

**Do we still have 5-week sessions on and signups on certain dates?**

**No.** When you buy your package you will have 5 weeks to use your classes from the first day that you use them. So a pack of 15 will essentially be 3 times a week.

**Do I have to sign up my kid for all 5 weeks or can I wait to sign them up?**

**Yes.** We want to make sure that we staff the correct amount of coaches for each class. If you are not able to make a certain class you can always reschedule and put your kid in a class on another day.

**What if I forget to reschedule my kid for a class that they couldn’t make?**

Unfortunately you will lose that day. Please make sure to reschedule when you cannot make it to allow other kids to come in.

**How early do I have to cancel or reschedule to not lose a class?**

You will be allowed 12 hours before class starts to reschedule or cancel a class.

**There are different prices for different packages, how come shortened morning classes don’t have a discount based on how many days we come in?**

Unfortunately discounts on how many days per week you come will only be on full time (2.5 hours) class sessions. Mornings sessions are already prorated if you leave early for school.

**What is the Donny add-on?**

If you would like to come in for fitness during afternoon class, you must purchase the fitness add on for $20 per class.

**What is the NWHPT Elite Unlimited?**

NWHPT Elite is a full time spot which includes a few perks! You are signing up for a 6 sessions (5weeks) contract where your card will be automatically billed at $1700 per 5 weeks.

* Currently a 3 session contract, will be extended to 6 starting September.

You are allowed to come in unlimited amount of classes, you can come in twice a day if you so please.

**If I buy a morning prorated session and would like to come in for a make up in the afternoon can I do that?**

**Yes.** Please contact one of the coaches they will help you.

**If I don’t use all my classes in 5 weeks do they carry over?**

**No.** Classes will expire every 5 weeks from the day you first use one. In special circumstances we will allow carryovers.