

# ~Announcement To All Members~

Starting June 11, 2020 all group lesson reservations will be done online.  
Also, we will not be passing out lesson tickets at the front desk.  
We will be checking attendance before the class starts.  
Thank you for your cooperation.

Reservation Starts  
June 6, 2020 (Sat) 9am.

## Online Reservation System

**Step  
01**

Log into the reservation page from the URL below.  
<https://www3.clubnet.ne.jp/hiroo/reserve/>

Or use the QR code →



**Step  
02**

Choose your class. For a description of the lessons,  
please take a look at the lesson guide.  
The reservation steps are the same as the Hot Yoga Class.

**Step  
03**

Please enter the studio 5 minutes prior to the start of the lesson.

The instructor will take your attendance. If you do not show up to the class, it will be considered an unconfirmed cancellation.  
Please refrain from entering or leaving the studio during the lesson.

### ■ Reservation Policy

- Reservations can be made up to two weeks in advance and two lessons per person.
- Lesson reservations will be accepted 15 minutes before the start of the lesson.
- The maximum number of members per lesson is 15.

### ■ Policy Regarding Continuous Lessons

- We will refrain from taking two consecutive lessons. If a class ends at the same time as another class starts, we will refrain you from taking the second class.
- Please do not leave a class to go to the next.

### ■ Cancellation Policy

- If a lesson is at maximum capacity of 15 people, you have an option of signing up for the waiting list.
- After being on the waiting list and if there is a cancellation, you will receive an email. Receiving the email is a confirmation that you will be able to take the lesson. Therefore, if you would like to cancel or make changes, please do so.
- If there is an unconfirmed attendance (someone does not show up) please understand we will not be able to inform you of the cancellation even if you are on the waiting list.

### ■ Changes/Cancellation Policy

- To make sure all members who wish to take the lesson have the opportunity to do so, if you cannot make the lesson, please cancel your reservation.
- All cancellations within one hour of the lesson, will be considered an unaccepted cancellation.
- Even if you have a reservation, if you fail to show up before the lesson start time, we will not be able to let you into the lesson. Please understand.

### ■ Unaccepted Cancellation Policy

If more than one unaccepted cancellation is made between the first and the last day of each month, we will refrain the number of reservations possible at one setting from two to one.

<Following counts as an unaccepted cancellation>

- Changes or cancellation to the lesson within one hour of the start time.
- Absent from the reserved lesson.
- Attendance cannot be confirmed at the start of the lesson.

✘ We will not accept changes or cancellations at the front desk or via phone.

✘ If you would like to take consecutive lessons (lesson end time and start time do not overlap), please let us know at the front desk.