



## MEMBERSHIP FREQUENTLY ASKED QUESTIONS

Why would I buy a Membership? How will it benefit me?

Our Membership is the most cost-effective option for the student who practices yoga regularly (1-2x week) and wants to receive all the other perks and discounts. The benefits of a regular yoga practice improve overall health, reduce the physical effects of stress on the body, and create increased flexibility, mobility, strength and inner calm. The benefits are endless!

How do I sign up?

To join in person, stop by the Front Desk. To purchase online, visit [allthatmatters.com/member](http://allthatmatters.com/member) and click the Become a Member link (online purchase and in-person enrollment available Jan 2015).

How do I pay for the Membership?

Each monthly payment is processed automatically via our autopay system with the credit card stored in your profile. You can, of course, pay for the initial 3 month commitment up front with cash or check, but we do ask for a credit card to be held on file for future payments.

I already have a class pass, can I convert to Membership?

Yes! We can refund the unused portion of your class pass and use that credit toward your first month of membership.

I already have a monthly unlimited yoga contract. Can I change to the new Membership?

Yes! Someone from our team will be contacting you shortly to go over the details of conversion to the new contract.

Is there a discount for students?

Yes! Membership is always available to students for the special price of \$79/per month.

Can I purchase a Membership for someone else?

Yes! You can purchase the Membership for a minimum of three months. You can either pay for the first three months at the time of purchase, or you can pay for the first month at the time of purchase and put a credit/debit card on file so you will be charged automatically for each subsequent month. You can choose to gift a Membership for as many months as you'd like beyond that 3 month initial term.

Do I have to start on the 1<sup>st</sup> of the month?

No, you can start at any time during the month.

What if I want to cancel my Membership? How long is the commitment?

The initial commitment is 3 months. After that the contract will auto-renew monthly and you can cancel any time with 14 days' notice by completing the Membership Cancellation Form at the Front Desk.

Can I freeze my contract for vacation, illness, etc.?

Yes, after your initial 3 month commitment, you can freeze your Membership for a period of 1-3 months for a \$15 fee. To request a freeze, please submit the Membership Freeze Form with 14 days' notice (form available at the Front Desk).

How do I get my discount in the Store?

As a Member your 10% discount will automatically be applied on all regularly priced store purchases. Items that are already on sale will get the higher discount. This excludes food and beverages.

How do I get my discounts for Health Service treatments and consultations?

Your discounts will be applied automatically at checkout by our Front Desk staff.

How to I set-up my free 15 min phone consultation with the Health Coach?

The Front Desk can provide you with the email of our Health Coach to set up your consultation.

How do the free guest passes work?

Your guest passes will be added to your account at the time of Membership purchase. Just bring a friend in 10-15 minutes before class and we'll take care of the rest. If your friend has not been to All That Matters before, we'll ask them to fill out a brief contact form.

Can I start my membership in the future?

Yes, you are able to purchase a Membership anytime and have the benefits begin at a later date. Payment for the first month is required at the time of purchase.

Is there a limit to number of classes I can take per day?

No!!! Come as often as you like! Namaste!

*If you have any additional questions,  
please contact us at 401-782-2126 or [info@allthatmatters.com](mailto:info@allthatmatters.com).*