



WildRoots BALANCE Program Frequently Asked Questions

Q: What if I currently have a package?

A: If you currently have an active package you are more than welcome to use up that package. The package options will be available for purchase until the end of the year. You'll be able to use the remainder of the packages you currently have in the New Yr. If you are running low on classes, you can purchase the old package options before they are unavailable. Or you may want to hear the perks of our balance program so you set up your free one-hour balance beginning wellness assessment. We can help suggest a realistic package for your needs.

Q: Will you still offer a single class session option?

A: Yes. You may sign-up for a single class session in Yoga Class, Tone Up Class, and Workshops.

Q: How early should I arrive?

A: Please arrive at least 5 minutes prior to your class start time. If it's your first time at WildRoots, please arrive at least 10 minutes prior.

Q: What if I arrive late?

A: It is recommended that you arrive at least five minutes before class. However,

we understand time is precious and it goes way to fast. If you are running late Our motto is a couple minutes of movement is better than none. Even if it's 30 minutes late you'll still receive the second half of the class. IF there was someone on standby we would let them step into the class in your spot.

Q: What if a class is full?

A: We highly recommend adding you to the waitlist. Because life happens and things come up usually, someone will have to cancel. When a person cancels their reservation, you will automatically be added in! You will receive a notification email or text message letting you know you've been added into class.

Q: Can I sign up for a class last minute?

A: Yes, you can! However, our system does not allow online sign ups within 2 hours of a scheduled class, so please call 262.586.0199 to register or take a chance and stop in.

Q: What is your class cancellation policy?

A: You must cancel at least eight (8) hours prior to the start of class, either online or by phone. You can then register for a make-up class. All mak-eup classes must be taken before your package expires.

If you do not call or cancel at least eight (8) hours prior to your scheduled class, or you are a no show, that class will be removed from your package and you will not be able to make it up.

Q: What happens if I go on vacation or become ill and I cannot attend classes for an extended period of time?

A: Each package includes a 1, 2, 3, or 4 week grace period which may be used for illness, vacation, or emergencies.

Q: What if WildRoots cancels a class?

A: If WildRoots cancels a scheduled class, we will add a class to your package that you may use at any time until your package expires.

Please note that if there is only one person signed up for any class, the class will be cancelled and you may sign up for another class.

Q: Can unused classes be rolled over to the next month?

A: Unused classes cannot be rolled over to the next month.

Q: How do I go about renewing my package?

Memberships will automatically renew on the last day of your contract (per the contract. If you do not wish to renew, please call us at 262.586.0199 or email us at wildrootsbalanceprogram@gmail.com at least 30 days in advance.

Q: Can I upgrade my membership?

A: Yes, you can! If you would like to upgrade your current contract, please call us at 262.586.0199 or email us at wildrootsbalanceprogram@gmail.com.

Q: Can I cancel or downgrade my package?

A: We require 30 days notice to downgrade or cancel your contract. To downgrade or cancel this contract, just call 262.586.0199 or email us at wildrootsbalanceprogram@gmail.com at least 30 days before you need the change made. Please let us know when you'd like the changes to take effect, and what new package you'd like to use.