

S. JAE ALI

FAQs



-How do I secure my booking?

Your booking is secure only when your non-refundable deposit equivalent to 50% of your total services booked has been paid and received! Even if you have signed your contract, if your deposit is not paid, your session date(s) and time(s) are still open to other interested parties!

-How far in advance do booking dates need to be secured?

It is completely up to you! The further in advance you book (up to 6 months prior) the more peace of mind you will have knowing that Y.E.S. Yoga will be supporting your wellness journey! You are able to book our services up to two (2) weeks prior to your event's date(s) and time(s).

-Do you offer priority/exigent circumstances for booking?

We understand life happens! We also love those who leave room for spontaneity! In some cases, Y.E.S. Yoga is available to be booked up to three (3) days before an event's date/time. Please keep in mind this is subject to our availability, and a priority service charge of \$100 **per requested date** will be added to your non-refundable 50% deposit and is required to be paid IN FULL to secure your date and time.

-I think my 10-year-old would LOVE this! How do I sign them up?

While we are extremely grateful for this inquiry, Y.E.S. Yoga begins services for teens (and pre-teens) at age 12.

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-Do you hold dates? If so, what is your process?

If we do not have an already scheduled event on our calendar, Y.E.S. Yoga does hold dates for up to six (6) calendar days, including weekends and holidays. After this time, if the date(s) have not been secured by paying a non-refundable 50% deposit and signing a contract, the date(s) will be released for other parties to book. Additionally, if the hold(s) are released less than two (2) weeks prior to the date(s) of the experience(s) and you decide to proceed with booking, an additional \$100 PER DATE will be added to your total to secure your booking date(s) and time(s).

-Do you recommend virtual or in-person sessions?

That is completely up to you! If you desire to be in the comfort of your own (or a familiar) space with the ability to not be "seen" at your convenience, or if you are looking to connect people across different states or countries, then a virtual session would be ideal for your situation! If you would prefer hands-on assists and/or the ability to upgrade your package with add-ons, then an in-person option would best suit your needs. It all depends on what you want your yoga experience to be like! PLEASE NOTE: due to the nature of services provided, Y.E.S. Yoga DOES NOT offer virtual sessions for any packages involving minors.

-Why don't you have a phone number?

Yoga is an extremely hands-on business. In order to provide our clients the most seamless experience, we conduct our business via email at yesyogabae@gmail.com. You can also find us on social media (TikTok and Instagram) at @xo.sjaeali, or visit <https://calendly.com/sjaeali> to book a complimentary 30-minute consultation!

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-It's my first time. What should I expect?

Yoga is meant to be a relaxing and connecting experience. So the number one rule we have here at Y.E.S. Yoga is remember to BREATHE! In addition, keep these pro tips in mind:

*Make sure you have ample space to move your body in a safe space, free of clutter or potentially harmful materials.

*Adjust the lighting and noise in your space to reflect the practice you are about to participate in.

*Wear comfortable clothing that is not too baggy or loose (think athletic wear).

*Have any water, towels, yoga mat (or chair), yoga props (pillow, blanket, blocks, strap), essential oils, journal and pen, or any other items you can think of nearby that will make this experience soothing and supportive for you.

*Silence your phones/electronic devices through vibrate, DND, or airplane/game mode.

*RELAX! Yoga is not about how a pose looks; it's about how it feels in your body. Take this time to connect with yourself and take up space!

-I need to cancel/reschedule. Help!

If you need to cancel or reschedule, we kindly ask you do so as soon as possible, but at least within 72 hours of your scheduled session. Reschedules will happen subject to our availability within 364 calendar days of your original booking date and time. In the event you are a no-show, Y.E.S. Yoga reserves the right to refuse future bookings or sessions with you/your organization at our discretion. Please keep in mind that ALL deposits are non-refundable, as are any amounts paid for add-on services/items.

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-Where are you located?

Y.E.S. Yoga is a mobile yoga business. We were intentionally founded this way in order to remove the transportation barrier that may exist to access our services and resources. With that being said, we bring the experience to you! All Vinyasa (mat) and chair yoga sessions are conducted at a venue or location of your choosing, or online! We are based in Chicago and we do travel! (Travel expenses apply.) In the event that you are interested in booking an AIR aerial yoga experience with us, we are based at AIR South Loop studio, located at 1317 S. Michigan Ave, Chicago IL 60605, and our studio can accommodate groups of 1-18.

-I'm not located in Chicago but I want to book you. Do you travel?

Yes we do! For sessions booked 15 miles or more outside of the Chicago city limits, we do impose a travel fee (determined by the distance being traveled). We are honored to serve your wellness needs! Please send us an email at yesyogabae@gmail.com to learn more and begin the booking process!

-I'm ready to book! What's my next step?

We can't wait to be a link in your wellness journey chain! Please visit <https://calendly.com/sjaeali> to connect with us and bring your experience to life!

-Why don't you offer refunds?

What we provide are not tangible items. You can't take a yoga experience or workshop back to the store, so due to the nature of the services provided, all sales are final and all deposits are NON-REFUNDABLE.