



Thank you for joining O:RIN, we are exciting to see you again in your next class!

Here are the things you need to know to provide you a better experience at O:RIN.

Group Class Clients:

1. Set up your O:RIN app account and make sure you click the activation email that MINDBODY send you.
2. Cancellation policy for group class is 12 hours before the class; late cancel will lead to full charge of the class. If you are sick, please provide us a sick leave doctor note, we will waive it for you.
3. You will receive a reminder email from Mindbody one day before the class. (check your junk mail and add Mindbody reminder email to your safe email list)
4. If the class is full, please add yourself to "**WAITLIST**", once you have enrolled to the class, you will receive a reminder email from **MINDBODY not O:RIN**. (This usually happen 12 hours before the class; please do check your app too)
5. Usually we experience clients drop out on the day of class, that's a good opportunity to join your favorite class.
6. You need to wear socks for all classes.
7. All classes are 55mins long.
8. All group classes will take place at 908 Westlands Centre.

Private Class Clients:

1. Cancellation policy for private class is 24 hours before the class; late cancel will lead to full charge of the class. If you are sick, please provide us a sick leave doctor note, we will waive it for you.
2. You will receive a reminder email from Mindbody one day before the class. (Check your junk mail and add Mindbody reminder email to your safe email list)
3. If you need to make any schedule changes to your class, you can WhatsApp us or simply reply us to the reminder email.
4. You need to wear socks for all classes.
5. All classes are 55mins long.
6. All group classes will take place at 1906 Westlands Centre.

We love any feedback for you as always, you are welcome to send us message or email us at: hi@orin.com.hk

O:RIN Team,