



MIND, BODY AND SOUL BY KAYA

FAQ'S

HOW DO I SIGN UP?

We're so excited for you to join the community! Sign up is easy, quick and stress free in 4 simple steps:

1. Make sure to **have an Instagram account** and a **Zoom account**. All workouts and workshops will be either live on Instagram or via Zoom.
2. Head over to the Mind, Body and Soul by Kaya sign up page, fill your details out so we can be sure to identify your account and then click through to then subscribe via PayPal
3. **Right after** check-out make sure to friend request our private instagram account **@mindbodyandsoulbykaya**. This is the only way to access and get your subscription activated.
4. After your payment is received your friend request will be **accepted within 24 hours**. Once your request is accepted you're officially part of the community and will be able to access all content and live classes, workshops and more. *Welcome to the Community!*

HOW LONG WILL CONTENT BE UP FOR?

Apart from workshops and classes taking place via Zoom, all content will live on the @mindbodysoulbykaya Instagram page. That way you have access to the continuously growing library of workshops, talks and workouts. You can go back and redo and rewatch your favourite content whenever and wherever you want!

WHAT EQUIPMENT DO I NEED FOR THE MOVEMENT CLASSES?

The workouts will be predominantly body weight and bands based at the moment. Once you subscribe and become a member of the community you are eligible for an exclusive

25% discount on exercise bands from Oxy Fitness to help get you started. If there is any other extra equipment needed we will be sure to let you know beforehand.

CAN I CANCEL MY SUBSCRIPTION?

You can cancel your membership whenever you like via PayPal.

1. Log in to your **PayPal** account at www.paypal.com.
2. Click the Settings icon next to "Log out."
3. Select **Pre-approved Payments** under "Payment settings."
4. Select the merchant whose agreement you want to **cancel**: (Elevate by Rowen)
5. Click the **Cancel Subscription** button.

You will get full access right up until the last day of the month you sign up for. Upon cancellation you will be removed from following the Mind Body and Soul by Kaya Instagram page. If you need any further support, please do not hesitate to contact us - we're always here to help!

WHAT IF I FEEL LIKE I CAN'T KEEP UP WITH THE PACE OF THE CONTENT AND PAGE?

We don't like and encourage stress here at Mind, Body and Soul - in fact the complete opposite! The beauty of our platform is that you can take your time and come back to the content whenever you want, in your own time. There is no pressure, the platform is here to support you in a way that works for you.