



## FAQ: Making Changes to your DHIY Booking

### How can I amend the details of my booking?

- You can't amend details of the attendee online.
- If something is incorrect please contact the administrator by emailing [admin@dhiy.org](mailto:admin@dhiy.org).

### How do I cancel a booking?

- Click on the "View Booking" link in your confirmation email and scroll down to the date and time that you want to cancel.
- Click on "Ticket Options." You can select "Cancel Ticket" from here.
- You will receive a confirmation email that the session has been cancelled.

*Cancellations made up to 2 weeks prior to the event will incur an administrative fee of £8. Notice given less than 2 weeks prior to the event will result in no refund. Please advise the administrator at [admin@dhiy.org](mailto:admin@dhiy.org) of your cancellation. To avoid paying the £8 cancellation fee, a booking may be transferred one time to a different yoga day as long as the transfer is made 24 hours prior to the event.*

### How do I transfer my booking to another date or time?

- Click on the "View Booking" link in your confirmation email and scroll down to the date and time that you want to transfer.
- Click on Ticket Options. You can select "Transfer Ticket" from here.
- If you want to change to a new date, click on the arrow and choose your new date.
- Next click on the arrow in the ticket date/time box to choose the ticket that is applicable.
- Click "Save" to save your changes or "Close" if you don't want to make the transfer.
- You will receive a confirmation email that the session has been transferred.