

Virtual HAYC FAQs

Here you'll find answers to the questions we get most often. If you have others, please contact us at haycvideos@gmail.com!

Class Questions

Q: I don't have props like blocks and belts at home. Is it possible to join in the class without them? Do you sell the props?

A: Yes! While yoga props are nice to have, there are many items around the house that can be used in their place. Books and sturdy boxes (like shoeboxes!) make nice blocks, scarves or bathrobe ties are stand-ins for belts, and a great blanket is always a great blanket no matter the use. Whatever you decide to use should be handy when class begins. As of May 21, 2020, we do offer online sales of yoga props. Our order form can be accessed [here](#).

Q: How much space do I really need to take a class at home? Does it matter where I set up? I have pets and kids at home - I don't want their noises to disrupt class.

A: As in the studio, you only need space for your mat, and enough room to bring your arms to a T position or your leg to the side. During any given class, both teachers and students are likely set up in a wide variety of rooms. Just find a corner or a space where you can relax. During class, we mute everyone but the teacher, so barking dogs, lawnmowers, and telephones are never a problem.

Q: If I have a question during class, what should I do? Can I just unmute myself or is there a better way to get your attention?

A: The best time to ask is before or after class when students are unmuted. We open the classes thirty minutes before the scheduled start time to allow for questions and visiting with other students and the teacher. The teachers are also available after class to answer any questions that occur to you during class.

Q: Will you be offering more evening classes? I work during the day and can't always step away for my favorite class.

A: While we do offer some evening and late afternoon classes, we realize that finding the perfect time for a class is tricky. If you can't make the live version of the class, we record each and every one as it happens and encourage you to register for one of the recordings which you can access 24/7. If you have questions that come up while you practice, email us at haycvideos@gmail.com.

Q: Can I watch my class/video more than once?

A: Yes! You can use the link/password to the video recording as often as you would like.

Q: I noticed small fitness classes are being held outside at my gym. Will you be scheduling any outdoor classes?

A: We have found our online format to be a great way to hold classes when in-person classes are not an option. Between warming weather, a busy parking lot area, and class size and spacing guidelines, there are too many barriers to holding safe classes in an outdoor setting, and we would not be able to provide the quality you expect, and so will not be offering outdoor classes.

Technology Questions

Q: I'd love to join in a class, but while yoga is my thing, technology is not. What device do I need to have, and how do I use it to access a class? I don't want to disturb the teacher and others in the class if I can't figure it out, and I worry the whole thing might be embarrassing!

A: Our classes and videos can be accessed on any computer, laptop, tablet, ipad, or smartphone. To use it, students create a free account on Zoom (requiring only a name and email address). When you register for a class, you will find on the receipt we send you a link to your class - click on it, and it brings you right to the class. Place your device where you can see and hear the teacher, and relax, ready to start your class. If you encounter difficulty entering the class - our haycvideos@gmail.com email is monitored starting 30 minutes prior to class - so just send a quick note and we are ready to help. If you choose to take your classes using a video, your receipt will have that link, too. You'll find complete instructions for live classes and recordings [here](#).

Q: Can the passwords/links you provide to the video recordings be used more than once? Can I just download the video instead?

A: That is a great question! Simply put, our insurance carriers require that we password protect our online classes and videos, and everyone who accesses them agrees to the waiver, which is part of our checkout process. Each video is available 24/7 for a limitless number of streamings!

Q: I find it hard to position my device so that you can see all of me while at the same time, I can see the teacher. Any tips for optimal device placement?

A: The best place for your device is one where you can glance up to see the teacher when needed, and where you can clearly hear what is happening in class. As teachers, we understand that partial views of you are often all that are possible when livestreaming classes.

General Questions

Q: I'd love to support my practice, my teacher, and the studio by taking a class. But I'm not sure I can make it at the time it is offered. Since there are no makeups like there are in a typical session, what do I do if I sign up and have to miss?

A: We understand today's schedules are unpredictable. For that reason, every class is recorded (the teacher only - no students are visible). After each class is over, the link to the recording is emailed to every student who was registered, whether they were able to attend class or not. It's the ultimate makeup - you can access the video as often as you wish!

Q: While I miss seeing everyone, I am really enjoying the new online classes. When you reopen the studio for in-person classes, will you continue offering online classes?

A: Yes! With the fluidity surrounding reopening dates and procedures, our plans have not been finalized. What we do know for sure is online classes will be part of our schedule when we return.

Q: I checked my HAYC account and see that a credit for winter classes/packages was applied. Since that credit is for in-person classes, can I use it to register for online classes?

A: Yes! We encourage you to use it to try out some of our new online classes. All refunds have been processed, so anybody who was registered in our winter session at the time of our last in-person class should see a credit in their account just waiting to be put to use! If you have any difficulty accessing your online account, email us at haycvideos@gmail.com.

Q: Instead of using your [order form](#), can I just come up and browse the merchandise myself since we have entered Phase 1 of the reopening plan?

A: While we would love to see you all, at this time we are not open for face-to-face transactions. We are happy to help you make your selections by phone or online via email, and will bring your purchases down for curbside pickup.

