

## ONLINE PILATES LESSONS

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### HERE'S HOW IT WORKS

To use Nanea's online lessons you need a computer, tablet or mobile phone and a good internet connection. The Nanea online lessons are live and run via the Skype video service.

1. First download the Skype software on your computer, tablet or mobile phone if you don't have it already. The easiest way to do this is to go to the [Skype website](#) and click on the «Download Skype» button. Skype is a software that allows you to make free video and voice calls. The download is free. If you need help with Skype, you can find it [here](#).
2. Sign up for the online lesson you would like to take using our timetable on the [Nanea website](#). We work with the fitogram booking system. Please register once if you don't have a fitogram account yet. This is fast and free of charge. Afterwards you can login with your login and password at any time and book all Nanea offers online.

**Registrations for our online lessons are possible until 30 minutes before the start of the lesson.** Every registration will be confirmed by e-mail.

3. Choose how you want to pay for your lesson when you register. You can do this either by credit card (Mastercard, Visa) or via PayPal. An online lesson costs CHF 11..

If you do not have a Paypal account and would like to open one, you can register on the [Paypal website](#) by clicking on the button «neu anmelden». Paypal is a free payment method that guarantees you a secure payment. In your Paypal account you can either enter your bank details or credit card.

4. About 15 minutes before the start of the lesson you will receive an email from Nanea with a link. With this link you can join your online lesson live. The lesson starts at the time indicated in the timetable and lasts 60 minutes.
5. Here we go! Put on comfortable clothes, unroll your mat and wait for your link by email. Have fun!

## IMPORTANT INFORMATION

All lessons are held in German.

If you have registered for a lesson but are still unable to attend, you can unsubscribe via the fitogram booking system as long as the lesson has not yet started. The purchased credit will be credited to your fitogram account and can be used for another online lesson. Refunds to credit cards or PayPal accounts are unfortunately not possible. Once the lesson has started, no more cancellations can be made.

There are no multiple subscriptions for online lessons. Only «single entries» (1 credit) are available. Existing subscriptions from Nanea cannot be used for online lessons as online lessons are cheaper than regular lessons in the studio. All existing Nanea subscriptions will therefore be suspended and reactivated as soon as our studio opens again. The validity of all subscriptions will be extended by the full time the studio is closed. No subscriptions expire!

## CONTACT

If you have any questions about our online lessons, please feel free to contact us at any time.

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*Stay home,  
we're coming to you! :-)*