



MAAT BOOKING

Customer Guide

Book appointments • manage series • join Zoom • find receipts

What this guide does: It walks you through the complete customer experience from choosing a service to joining a scheduled online session. No technical knowledge is required.

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Start here

Maat Booking keeps your appointments, class series, training sessions, Zoom links, orders, and account details together. Use the same email address when registering, paying, and signing in so the system can connect everything to one account.

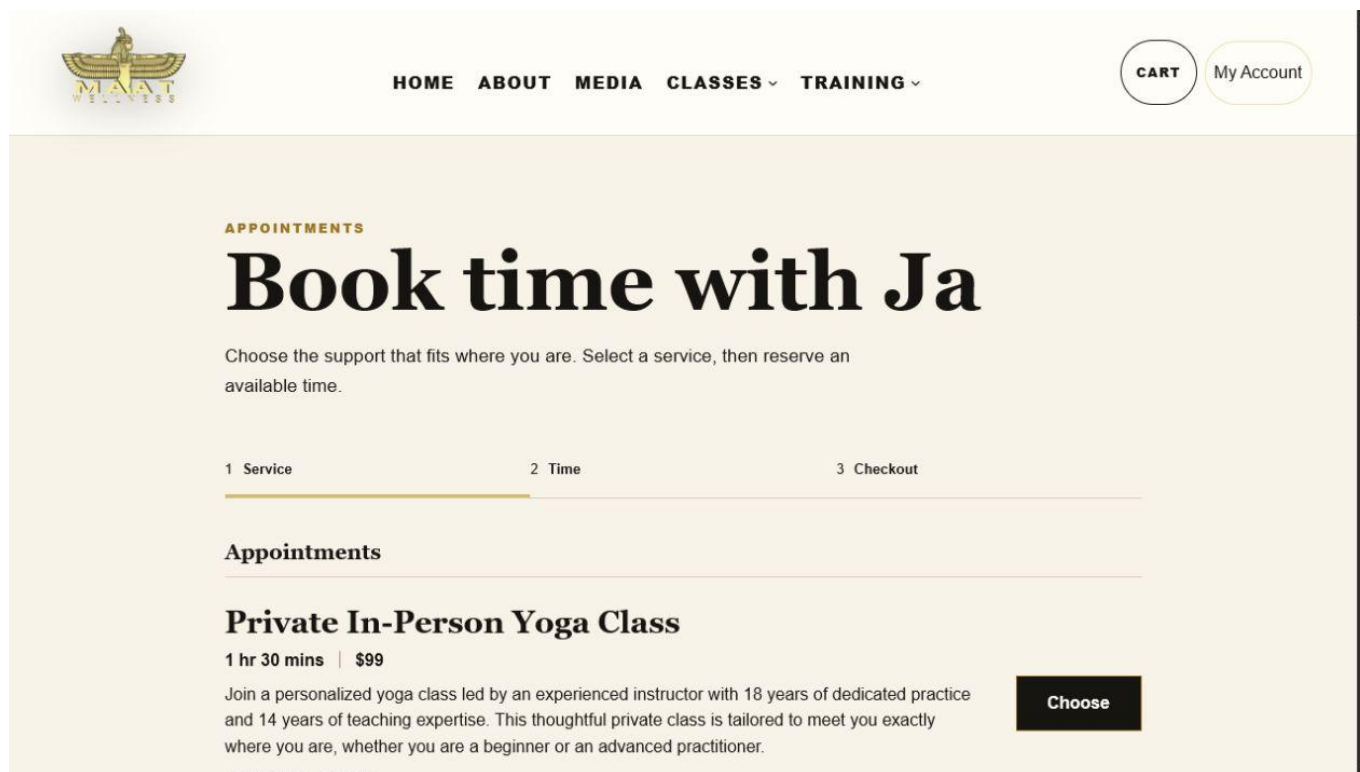
The customer flow

1	Choose an offering Open maatyoga.com/book/ for private yoga or coaching. Training and program pages use their own registration or enrollment forms.
2	Select a date and time Only currently available times are shown. Existing appointments, classes, events, training sessions, and travel buffers are removed automatically.
3	Complete checkout Review the service, date, teacher, location, and price. A short temporary hold protects your selected appointment while checkout is open.
4	Use My Account After confirmation, upcoming sessions and orders appear under My Account. Online sessions include a Join Zoom button when the meeting is ready.

Series and training: A 10-session Mental Yoga series appears as 10 scheduled rows. Students in 200HR and 300HR programs use My Training for enrollment details and the dashboard for scheduled online sessions.

1. Choose a service

Open maatyoga.com/book/. Services are grouped by purpose so you can compare the length, price, location, and description before choosing.



Before selecting Choose

- Confirm whether the service is online, in person, or offers both.
- Notice whether the purchase is one session or a multi-session series.
- Read the description so the selected service matches your needs.

2. Choose a date and time

After choosing a service, the calendar displays only dates that can accommodate the full session and required travel buffer. All displayed times use Pacific Time unless the screen states otherwise.

The screenshot shows a booking interface for a 'Private Online Yoga Class'. On the left is a calendar for July 2026. The days of the week are listed as Su, Mo, Tu, We, Th, Fr, Sa. The dates 24, 27, 28, 29, 30, and 31 are highlighted with orange circles, indicating they are available. The text 'Pacific Time (US & Canada)' is displayed below the calendar. To the right of the calendar is a sidebar with appointment details. At the top, it says 'APPOINTMENTS' followed by 'Private Online Yoga Class'. Below this, it shows '1 hr 30 mins | \$79'. There are two sections: 'TEACHER' with a dropdown menu showing 'Ja Cole' and 'LOCATION' with a dropdown menu showing 'Online / Vhr'. A description of the class is provided: 'A personalized private yoga class from wherever you are. Your movement, breathwork, and pacing are tailored to your experience, needs, and goals.' At the bottom, it states 'Full payment is collected securely at checkout.' Below the calendar, there is a text prompt: 'Select an available date.'

Available dates are active; unavailable dates are muted. Confirm the teacher and location at right.

What happens next

A

Select an available date

The list of available start times appears below the calendar.

B

Select a start time

The appointment details are added to the cart and you move toward secure checkout.

Temporary hold: Your time is held for 10 minutes while you finish checkout. If you leave without paying, the hold expires and the time becomes available again. An expired hold is not a confirmed booking.

3. Checkout and confirmation

At checkout, review the appointment summary before entering payment. The service, date, time, teacher, and location should all match what you selected.

A booking is not complete until payment finishes

A booking marked Held, Checkout pending, Pending, or On hold is not yet confirmed. Once payment is completed, the booking becomes Confirmed and appears in My Account. If payment is delayed beyond the hold window, staff may need to review availability before restoring it.

Series purchases

For a multi-session coaching purchase, checkout may begin with the first selected session. Remaining sessions are scheduled according to the service instructions. For a scheduled program such as Mental Yoga, registration connects the customer to every published class date in that series.

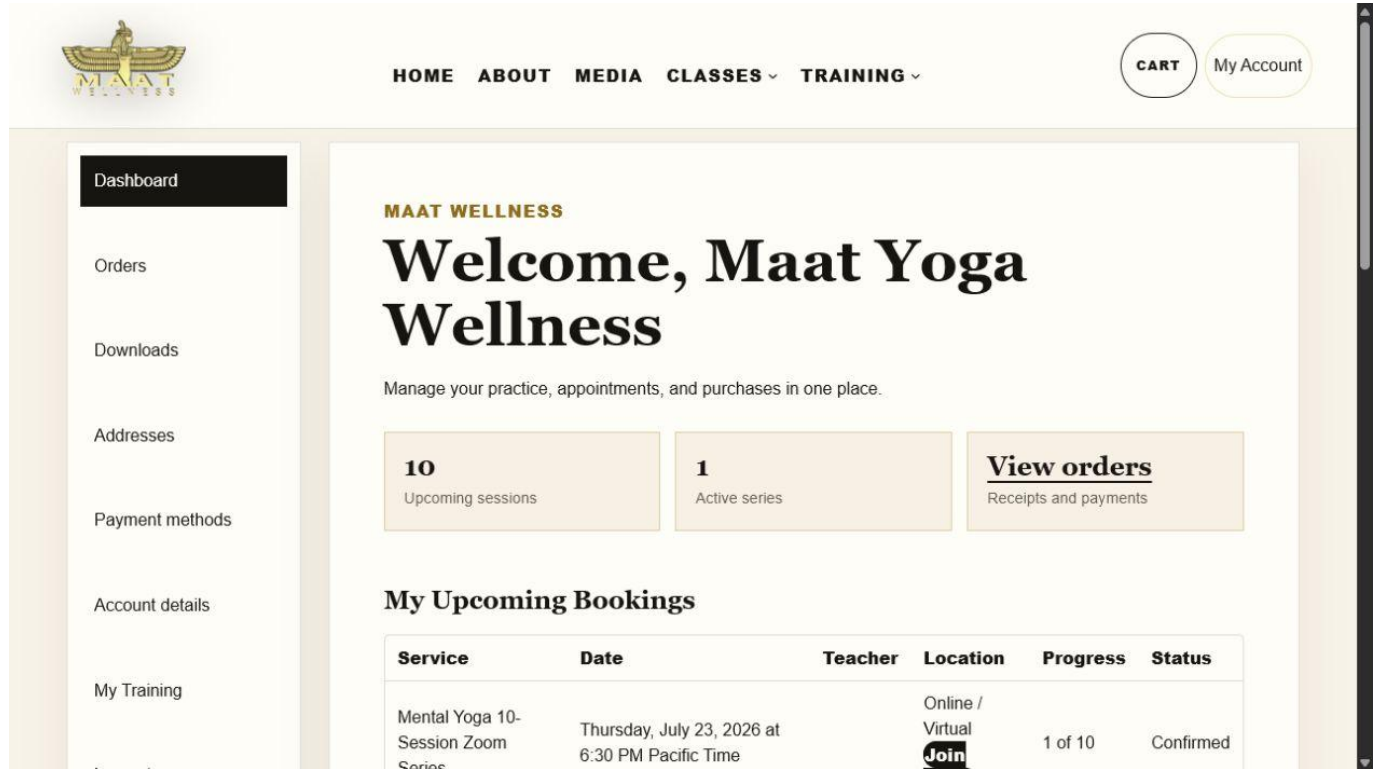
Receipts

Open My Account → Orders to view WooCommerce orders and payment details. Payments made by cash, Zelle, Venmo, PayPal, or another outside method may be recorded by staff and may not produce a WooCommerce order.

Use one email: If you pay or register using a different email address, your schedule may not appear automatically. Contact Maat Wellness so the records can be connected safely.

4. My Account dashboard

Open My Account after signing in. The dashboard summarizes upcoming sessions, active series, and order history. It is the main place to find your schedule.



A 10-session series displays every future date with progress and a Join Zoom button.

Dashboard areas

Area	What it contains
Upcoming sessions	Counts all future confirmed appointments and linked program dates.
Active series	Counts multi-session bookings and linked class or training programs.
View orders	Opens receipts and purchases processed through website checkout.
My Training	Shows 200HR or 300HR enrollment, cohort, tuition plan, progress, and student actions when applicable.

5. Joining Zoom

Online sessions use a shared Zoom meeting for the scheduled class or appointment. Everyone assigned to the same session receives the same attendee link; each date in a series has its own meeting.

1	Sign in before class Open My Account and find the correct date in My Upcoming Bookings.
2	Select Join Zoom The button opens Zoom in the browser or Zoom app. You may enter a waiting room until the host begins the session.
3	Confirm the date For Mental Yoga, 200HR, and 300HR programs, check the row carefully because each online session has its own link.

If the button is missing

First confirm that the session is online and that your registration or enrollment status is confirmed. Refresh the page and sign in with the same email used to register. If the button is still missing, contact Maat Wellness with the program name and session date—do not post the meeting link publicly.

Privacy: Zoom attendee links are for registered participants. Do not share them outside your class, appointment, or training cohort.

6. Changes, cancellations, and help

Cancel an appointment

Use the manage-booking link in your confirmation email when available. Online cancellation follows the service cancellation window. Cancelling a booking does not automatically guarantee a refund; staff reviews refunds according to the offering policy.

Update your account

Use My Account → Account details to keep your name, email, and password current. Use Addresses for billing details and Payment methods for saved checkout methods.

Common questions

Why do I see no upcoming sessions?

The booking may still be unpaid, the registration may use another email, or the schedule may not yet be published.

Why is an old purchase not under Orders?

Outside payments recorded by staff do not always create a WooCommerce order.

Why do I see several Zoom buttons?

Each scheduled date has its own meeting. Choose the row matching today's class or training session.

Can I share my login?

No. Your account can contain private contact, booking, training, and payment information.

When requesting help: Include your full name, the email used to register, the offering name, and the date involved. Never send your password or full payment-card number.