



Creative Souls Dance App – Student User Manual

Table of Contents

1. Downloading the App	2
2. Creating Your Account	2
3. Logging In	5
4. Booking a Class	8
5. Booking a Private Lesson	8
6. Purchasing Packages or Memberships	9
7. Checking Your Schedule	9
8. Canceling or Rescheduling a Class	9
9. Updating Your Profile	9
10. Receiving Notifications	10
11. Need Help?	10
12. Setting Up Family Relationships (Parent–Child Accounts) / Signing Up for Minors	10
13. Signing Up Children Who Have Their Own Email Address	12
14. Booking and Checking In for Classes	13
15. Cancellation Policy	14
16. Helpful Tips	14
17. Frequently Asked Questions (FAQ)	15



Creative Souls Dance App – Student User Manual

Welcome to Creative Souls Dance!

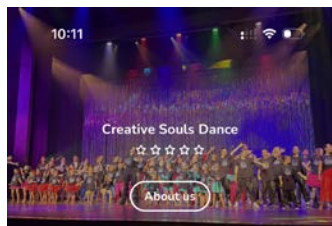
This guide will help you download our mobile app, create your account, and start booking classes or purchasing packages with ease.

1. Downloading the App

1. Open the **App Store (iPhone)** or **Google Play Store (Android)** on your mobile device.
2. In the search bar, type **Creative Souls Dance**.
3. Tap **Download** or **Install**.
4. Once installed, open the app.

2. Creating Your Account

1. Open the **Creative Souls Dance App**.
2. Tap on **More** (lower right corner)

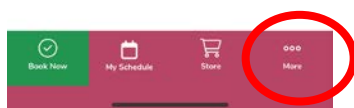


Service category

Classes >

Appointments >

Studio Rental >





3. Tap on **Sign Up**.

A screenshot of a mobile app's "Sign in" screen. The screen has a dark background with a blurred image of people dancing. At the top, the text "Sign in" is centered. Below it are two white input fields for "Email" and "Password". A blue "Sign in" button is positioned below the password field. Underneath the button is a link that says "Forgot your password?". Below this is a horizontal line with the word "Or" in the center. Under the line are four buttons for social login: "Continue with Google" (white), "Continue with Microsoft" (white), "Continue with Facebook" (blue), and "Continue with Apple" (white). At the bottom, there is a link that says "Don't have an account? Sign up" in red text. Below this link is a "Sign in later" button, which is circled in red.

4. Enter your first and last name, email address, and password.

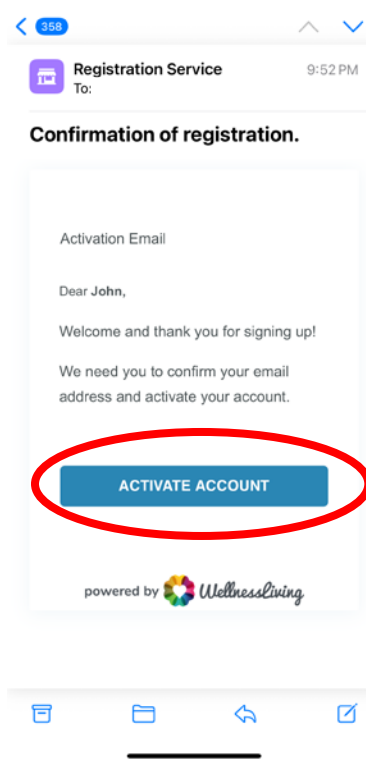
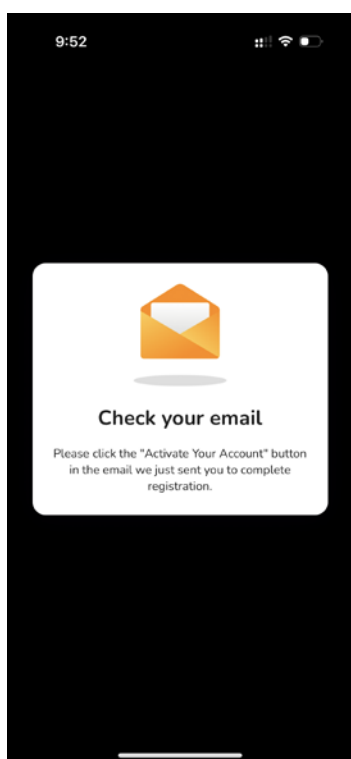
A screenshot of a mobile app's "Create an account" screen. The screen has a dark background with a blurred image of people dancing. At the top, the text "Create an account" is centered. Below it are four white input fields: "First name" (containing "John"), "Last name" (containing "Doe"), "Email" (containing "johndoe@gmail.com"), and "Password" (containing "*****"). A blue "Sign up" button is positioned below the password field. At the bottom right, there is a link that says "Privacy & Terms" with a small icon of a person. At the bottom left, there are two small icons: a blue upward arrow and a blue downward arrow. At the bottom right, there is a blue "Done" button.



5. Tap **Sign Up**.

A screenshot of a mobile app's "Create an account" screen. It shows input fields for "First name" (John), "Last name" (Doe), "Email" (johndoe@gmail.com), and "Password". A blue "Sign up" button is at the bottom, circled in red. There are also "Privacy" and "Terms" links next to it.

6. Check your email for a verification message and follow the link (if prompted). Click on **ACTIVATE ACCOUNT**.



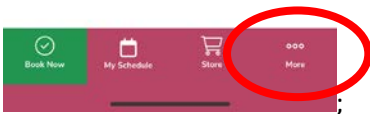
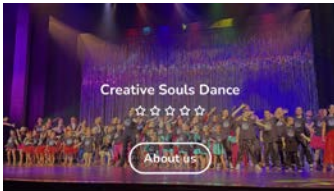
If you've taken classes at Creative Souls Dance before and already have an account on file, use the **same email address** to log in.

If you're unsure, select **Forgot Password** to reset your login instead of creating a new account.

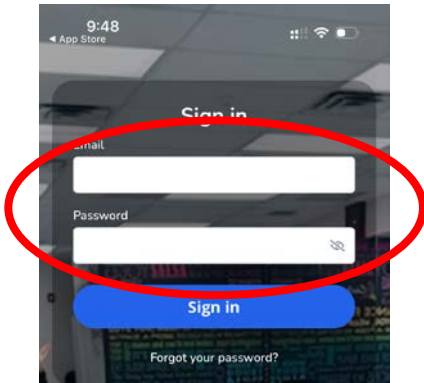


3. Logging In

1. Open the app.
2. Tap **More** (lower right corner).



3. Enter your email and password.





4. Tap **Sign In**.

A screenshot of a mobile app's "Sign in" screen. The screen has a dark background with a grid pattern. At the top, the time is 9:48 and the status bar shows "App Store". Below the title "Sign in", there are two white input fields for "Email" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a blue button with the text "Sign in" in white, which is circled in red. At the bottom, there is a link that says "Forgot your password?".

5. Complete the **Client Details**.

A screenshot of a mobile app's "Client details" screen. The screen has a white background with a purple header bar containing a back arrow and the text "Client details". Below the header, there are several input fields: "Cell phone*" with a dropdown menu showing "+1 201-555-0123" and a red error message "You must enter a phone number"; "Home Phone" with a dropdown menu showing "+1 201-555-0123"; "Work Phone" with a dropdown menu showing "+1 201-555-0123"; "Date of birth*" with a dropdown menu showing "mm-dd-yyyy" and a red error message "You must enter a date of birth"; "Gender" with a dropdown menu; and "Address*" with a text input field showing "Address" and a red error message "You must enter an address". At the bottom, there is a blue button with the text "Save".

6. Tap **Save**.

A screenshot of the "Client details" screen, focusing on the bottom portion. The "Date of birth*" dropdown menu shows "mm-dd-yyyy" with a red error message "You must enter a date of birth". The "Gender" dropdown menu is empty. The "Address*" text input field shows "Address" with a red error message "You must enter an address". At the bottom, the blue "Save" button is circled in red.



7. Sign and agree to the **Participation Waiver, Release of Liability & Agreement to Policies** document.

A screenshot of a digital waiver form titled "Waiver". The form includes a section for "Governing Law" and a statement of agreement. A signature "John D" is visible, circled in red. Below the signature, a checkbox labeled "I agree to use electronic signatures" is also circled in red. A blue "Submit" button is at the bottom.

8. Click **Submit**.

A second screenshot of the same digital waiver form. In this view, the "Submit" button at the bottom is circled in red, indicating the final step to complete the document.

You will now see your Profile Screen, which includes quick links to your Client Id, your settings, the class schedule, your profile, and purchases.



4. Booking a Class

1. From the Home Screen, tap **Book Now** (lower left).
2. Tap on the **Classes** menu.
3. Browse the class list by **date**, **instructor**, or **class type** (you can select a filter on the top right corner)
4. Select the class you'd like to join.
5. Tap **Book**.
6. Tap and select if you want to book the class on a recurring basis (by default it shows as **One-time booking**).
To book recurring classes, click on "**One-time booking**" to access the submenu. Then, click on the **Repeat** button to toggle it to **On** (by default, it shows as "Off"). Make your selections including the ending mode (**Select Ending Mode**). Tap on **Save**.
7. Tap on **Next**.
8. If you have an active package or pass, it will be applied automatically.
9. If not, you'll be prompted to **purchase a pass or drop-in** before confirming your booking.

You'll receive a confirmation email and can view your upcoming classes under My Schedule in the app.

5. Booking a Private Lesson

Private lessons at Creative Souls Dance can be requested directly through the app. Please note that private lessons are only requests — they are not confirmed until the selected instructor approves the appointment.

1. Tap **Appointments** (lower menu).
2. Select the desired **Duration** of your lesson (choose between 1 Hour or 90 Minutes).
3. Choose your **Instructor** from the list of available teachers.
4. Select your **preferred Date and Time** for the lesson.
5. Choose your **Purchase Option** (single session or package if applicable).
6. Review and agree to the **Terms and Conditions**.
7. Provide alternative days and times that could also work for you.
8. Tap **Checkout** and complete the process to submit your request.

After your request is submitted:

- The instructor will review your request and confirm availability.
- You'll receive an email or app notification once the instructor confirms the appointment.
- If your requested time isn't available, the instructor may contact you to coordinate another time based on your alternatives.

Your private lesson is not officially booked until it has been confirmed by the instructor.



6. Purchasing Packages or Memberships

1. From the bottom menu, tap **Store** or **Buy**.
2. Browse available **class packages**, **drop-ins**, or **memberships**.
3. Tap the option you want.
4. Review the details, then tap **Purchase**.
5. Enter your **payment information** and confirm.

Your new package will automatically link to your profile and appear under **My Purchases**.

7. Checking Your Schedule

1. Tap **My Schedule** on the lower menu bar.
2. You'll see your **upcoming classes**, **past visits**, and **waitlisted** sessions (if any).
3. Tap any class to see details or cancel if needed.

8. Canceling or Rescheduling a Class

1. Go to **My Schedule** on the lower menu bar.
2. Select the class you wish to cancel.
3. Tap **Cancel Booking**.
4. Confirm the cancellation.

Note: Please check Creative Souls Dance's cancellation policy for each class (some require cancellation a certain number of hours in advance).

9. Updating Your Profile

1. Access your **Profile** by tapping on **More** (lower-right corner).
2. Update your contact info and photo (under **Edit profile**), emergency contact (under **Forms**), or payment method (under **Billing**).
3. Tap **Save** when done.



10. Receiving Notifications

To stay updated on class changes, new programs, or studio announcements:

1. Access your **Profile** by tapping on **More** (lower-right corner).
2. Go to your profile **Settings**.
3. Go to the **Notifications** section.
4. Enable **Push Notifications** and **Email Updates**.

11. Need Help?

If you have any issues logging in, booking a class, or purchasing a package:

- Email: info@creativesoulsdance.com
- Call or text: 561.887.7911
- Or speak with a team member.

12. Setting Up Family Relationships (Parent–Child Accounts) / Signing Up for Minors

Family relationships let parents manage multiple family members (such as children) under a single account. This means you can book classes, buy packages, and see schedules for everyone in your family from one login.

Creating a Family Relationship / Signing Up a Minor

1. Log into the **Creative Souls Dance App** using the parent's account.
2. Access your **Profile** by tapping on **More** (lower-right corner).
3. Tap on **Add Relationship**.
4. Choose the **relationship type** (for example, "Child").
5. Enter your child's first name, last name, and birth date.
6. Complete the other information on the form.
IMPORTANT: The parent can choose (optional) to include a separate email address and phone number for each of their children. If they decide to include a separate email for their children, then child with a separate email will be able to log in to their own account and check-in by themselves without needed the parent's credentials.
7. Tap **Save**.

The child will now be linked to the parent's account and appear under your Profile.



Booking a Class for a Child

1. Log into the **Creative Souls Dance App** using the parent's account.
2. Access your **Profile** by tapping on **More** (lower-right corner).
3. Select the Child's profile (tap on the child's name).
4. Tap on the Sign In button to log into your child's profile.
5. Sign the and check the Agreement and Liability Waiver on behalf of your child.
6. Book a Class under your child's profile by following the steps as indicated on section 4 of this manual (**4.Booking a Class**).

To return to your own profile, click on **More** (lower-right corner) and tap on your name.

Viewing and Managing Family Schedules

To view family member schedules, log into their individual profiles:

1. Log into the **Creative Souls Dance App** using the parent's account.
2. Access your **Profile** by tapping on **More** (lower-right corner).
3. Select the **Child's profile** (tap on the child's name).
4. Tap on the **Sign In** button to log into your child's profile.
5. Tap on **My Schedule** on the navigation menu.

You can cancel or rebook classes for each child the same way as for your own account.

Adding or Removing Family Members

- To add another family member: repeat the steps above under "**Creating a Family Relationship / Signing Up a Minor**".
- To remove a family member:
 1. Go to **WellnessLiving.com** on a web browser (it can't be done through the App).
 2. Log in using the same **username** and **password** as in the App.
 3. Click on **My Profile** from the main navigation menu.
 4. Click on **Edit Profile**.
 5. Look for the family member that you want to remove (right side).
 6. Click on the 3 dots next to the family member's name.
 7. Click on **Remove Relationship**.
 8. Click on **Delete**.

Only the parent (primary account holder) can remove or modify family members.



13. Signing Up Children Who Have Their Own Email Address

If your child is old enough to manage their own schedule and you prefer they have their own login, you can create a separate account for them using their own email.

Creating a Separate Child Account

1. Log out of your parent account (if currently logged in).
2. Open the Creative Souls Dance App.
3. Tap Create Account.
4. Enter your child's:
 - a. First and last name
 - b. Email address
 - c. Password of their choice
 - d. Date of birth
5. Confirm their account through the verification email sent to their inbox.

Linking the Parent to the Child's Account

Once the child's account is created, contact the studio and request to link the child's account to your parent profile.

After the link is created, the parent can view and manage the child's classes, purchases, and schedule from their own app as well.

Benefits

- The child can check in independently and view their own class schedule.
- Parents can still monitor and manage bookings as linked "guardians."
- Ideal for older students or teens who want to track their attendance.



14. Booking and Checking In for Classes

Once your account (or your child's) is set up, you can easily book and check in for classes using the app.

Booking a Class

1. Open the Creative Souls Dance App.
2. Tap **Book Now**.
3. Tap on **Classes**.
4. Find the class you'd like to attend.
5. Tap the class name for details (date, instructor, time).
6. Tap **Book**.
7. If you don't have an active pass or package, the app will prompt you to purchase one before confirming your spot.

Checking In at the Studio

When you arrive at Creative Souls Dance:

1. Open the app and tap **My Schedule**.
2. Locate the class and **confirm your attendance** by checking in through your phone or via the self-check-in kiosk.
3. Please arrive at least 10 minutes early to prepare for class.

Waitlists

If a class is full, tap Join **Waitlist** instead of "**Book**."

You'll receive a notification or email if a spot becomes available and are automatically enrolled depending on your app settings (some setting will require you to confirm your attendance when a spot opens on a waitlisted class).



15. Cancellation Policy

At Creative Souls Dance, we value everyone's time and class availability. To ensure fairness to all students:

- **Cancellations must be made in accordance with Creative Souls Dance's cancellation policies and timeframes.**
- **Late cancellations or no-shows may forfeit the class credit or drop-in fee.**

To cancel:

1. Tap **My Schedule**.
2. Select the class.
3. Tap **Cancel Booking** and **confirm**.

Please check your class description or package terms for any additional details or exceptions.

16. Helpful Tips

- You can view all booked classes under **My Schedule**.
- You'll receive email or push reminders for upcoming classes if notifications are enabled.
- Always check the start time of the class to avoid being late.



17. Frequently Asked Questions (FAQ)

Q1. I forgot my password. What should I do?

Tap Forgot Password on the login screen and enter your email address. You'll receive an email with a link to reset your password.

Q2. Can I book classes for a family member or friend?

If you have a Family Account set up, you can book classes for family members directly from your app. To add a family member, go to Profile → Family Members → Add New.

Q3. How do I join a waitlist if a class is full?

When a class is full, you'll see the option to Join Waitlist instead of "Book." If a spot opens, you'll be notified by email or push notification and automatically added to the class (depending on your settings).

Q4. How can I check how many classes I have left on my package?

Go to Profile → Purchases to see your active passes and the number of remaining classes.

Q5. Can I cancel or reschedule a class through the app?

Yes. Go to My Schedule, tap the class, and select Cancel Booking. To rebook, simply choose another class from the schedule.

Q6. The app says I already have an account, but I never created one.

This likely means your profile was created when you registered at the studio. Tap Forgot Password and use your email to set up your login.

Q7. How do I update my payment method?

Go to Profile → Billings. You can update your credit or debit card at any time.

Q8. Why am I not receiving email confirmations or reminders?



Make sure Notifications are turned on under Profile Settings, and check your spam or promotions folder. You can also ask the instructors to confirm your email is correct in our system.

Q9. Can I see my class history?

Yes. Tap My Schedule, then select Past Visits to see all your previous classes and attendance records.

Q10. Who do I contact if I need additional help?

You can always reach us at info@creativesoulsdance.com, or by phone/text at 561-887-7911. Our team is happy to help!