

TY'S GARDEN

Frequently Asked Questions

App · Classes · Events · Membership · Orders

GETTING STARTED

How do I access Ty's Garden?

Everything lives in the Ty's Garden app, powered by Wix Spaces. Download the app on the App Store or Google Play, search "Ty's Garden," and log in with the email you used to sign up. From there you can book classes, purchase event tickets, manage your membership, and stay connected to the community.

Do I need a membership to use the app?

No — the app is available to everyone. You can browse classes and events, purchase tickets, and shop without a membership. Garden Access members simply get additional benefits like priority booking, member pricing, and exclusive access to member-only content within the app.

CLASSES & EVENTS

What's the difference between classes and events?

Great question — here's how to think about it:

- **Classes — Planted in Pilates**

Planted in Pilates is the Ty's Garden class program. This includes group mat Pilates sessions, private one-on-one sessions, and Cup of Sugar classes (smaller, intimate group formats), as well as select Tier 1 events (free and low-cost experiences priced \$25 and under). These are the core of your membership and what your Garden Access plan covers. Unlimited mat class access does not include private sessions, virtual sessions, or specialty workshop formats. See the membership disclaimer for full details.

- **Events**

Events are public experiences — think specialty workshops, collaborative pop-ups, social nights, and curated experiences. Events are open to the public and require a separate ticket. Garden Access members receive priority access, discounted pricing, and free entry on select events.

How do I book a class or event?

Log into the Ty's Garden app or visit tysgarden.com, navigate to Classes or Events, and select your preferred session. Members should ensure they're logged in so their plan pricing applies automatically. All bookings are first come, first served — priority booking is a Garden Access member benefit. Please keep in mind that not all events will be ticketed through Ty's Garden.

Can I reschedule a class?

Yes — each booking allows one reschedule. To reschedule, please contact us at info@tysgarden.co or manage your booking through the app before your class time.

Please note: rescheduling must be requested in advance. Same-day rescheduling is not guaranteed.

What is your refund policy for classes?

All class and event purchases are non-refundable. If you need to reschedule, you are allowed one reschedule per booking (see above). We appreciate your understanding — this policy helps us maintain the quality and consistency of our program for all members.

GARDEN ACCESS MEMBERSHIP

How do I cancel my membership?

We're sorry to see you go! Cancellations can be requested after your 3-month commitment is complete. To cancel, send an email to info@tysgarden.co with the subject line: Garden Access Cancellation Request. Include your full name and the email address on your account. Requests are processed within 5 business days and take effect at the end of your current billing cycle.

Early cancellation requests made before the 3-month commitment period is fulfilled will not be honored.

Can I pause my membership?

Membership pauses are not currently available as a standard option. If you have an extenuating circumstance, please reach out to us directly at info@tysgarden.co and we'll do our best to work with you.

What happens to my Founding Member pricing if I cancel?

Founding Member pricing (\$99/month) is locked in for as long as your membership remains active. If you cancel and choose to re-enroll, your new membership will be subject to the current rate at the time of rejoining.

How does billing work after the 3-month commitment?

Your membership is set to renew automatically every month until you cancel — there is no expiration after the 3-month period. Here's how the billing works:

- \$99 is charged on the day you enroll, then again on the same date each month going forward.
- The 3-month commitment is a minimum term — your membership does not expire at the end of it. It simply means cancellation is not available until that period is fulfilled.
- After month 3, your membership continues month-to-month automatically. You are in full control and may cancel at any time by emailing info@tysgarden.co

You will never be charged for a month you didn't authorize — cancellations always take effect at the end of the current billing cycle, so you keep access through the period you've already paid for.

GUEST PASS

How do I add my guest pass discount?

Garden Access members receive one guest pass per month at a discounted rate. To use it, apply the code below at checkout:

Code: GardenFriends

This code can be applied to full-price classes and events. Enter it in the discount/promo code field during checkout on the Ty's Garden site or app.

Guest passes are valid for one use per month, are non-transferable, cannot be sold, and expire at the end of your billing cycle if unused. Your guest must attend alongside you.

ORDERS & SHIPPING

How long does shipping take?

All orders are processed and shipped within 2–3 business days of purchase. Once your order ships, you'll receive a confirmation email with tracking information.

Business days are Monday through Friday, excluding holidays. Orders placed on weekends or holidays will begin processing the next business day.

Do you offer returns or exchanges?

Please reach out to us at info@tysgarden.co with your order details and we'll be happy to assist. Our team will review on a case-by-case basis.

Still have questions?

Reach us at info@tysgarden.co or through the Ty's Garden app. We typically respond within 1–2 business days.

tysgarden.co · [Ty's Garden](#) · [Garden Access Membership](#)

**Unlimited Mat Pilates Classes refer to Planted in Pilates group mat sessions hosted by Ty's Garden, including Cup of Sugar classes, and select Tier 1 events (free and low-cost experiences priced \$25 and under). This benefit does not include private sessions, virtual sessions, group sessions booked by external parties, or specialty workshop formats. Class availability is subject to the current schedule and must be booked in advance through the Ty's Garden site or Wix Spaces app. Ty's Garden reserves the right to update class offerings and formats at any time. Membership does not guarantee enrollment in any specific session — bookings are first come, first served, with Garden Access members receiving priority access.*