

## Childbirth Education FAQ's

**Q: When should I register and/or attend a childbirth class or maternity tour?**

A: We recommend that you attend classes near 28-34 weeks of pregnancy. Please note that class sizes are limited and fill quickly! Schedule your class early to ensure that your first choice is available.

**Q: What if I cannot find a class/tour that fits with my schedule or if all classes/tours are already full?**

A: Call 571-472-1400 or email [Myinovawell@inova.org](mailto:Myinovawell@inova.org) and state your name and contact number as well as the reason for your call on the voicemail. A Childbirth Education staff member will return your call within 2 business days and will assist you if possible.

**Q: How do I request to cancel or reschedule a class or tour?**

A: Call 571-472-1400 or email [Myinovawell@inova.org](mailto:Myinovawell@inova.org) for all requests. Requests must be submitted 7 calendar days prior to the start of the class. If you register within the cancellation period, a transfer or cancellation will not be allowed. Please carefully read the full Cancellation Refund Transfer and Weather Policy when completing your online registration.

**Q: Can someone else besides my partner accompany me to my class or maternity tour?**

A: Yes, your registration includes a participant and 1 adult partner (with the exception of the Grandparenting, Baby Care for Dads, and Infant CPR classes). Your partner can be anyone over the age of 18.

**Q: How do I confirm if a New Moms Group is meeting each week?**

A: Please call 571-472-1400 before attending the first time to ensure the group is not on a break. All New Moms Groups meet weekly with the exception of holidays and in the event of inclement weather. Information about cancellations due to inclement weather or an area emergency can be obtained by calling 571-472-1438. If a New Moms Group is cancelled for any other reason this information will be posted to our website at [www.inova.org/wellness/childbirth-education](http://www.inova.org/wellness/childbirth-education).

**Q: If the class I want to attend is full can I be added to a waitlist?**

A: There is no waitlist. We suggest registering for the next available class.

**Q: Once I complete my registration do I receive a confirmation?**

A: Yes, you will receive a confirmation in the form of an email immediately after your registration is complete. You must provide a valid email address. You will be asked to enter your email address two times to guarantee accuracy.

**Q: Will I receive a receipt for my class?**

A: Your confirmation letter serves as your receipt.



**Q: Can I receive a discount if I am a senior citizen?**

A: Inova classifies seniors as individuals 65 and older. To receive a senior citizen discount you must type **Senior** into the discount code box when registering online. You will also be asked your date of birth.

**Q: Can I receive an Inova employee discount?**

A: Yes, Inova employees are eligible for a discount. To receive an Inova employee discount you should type **Wellness** in the discount code box when registering online. You will need to enter your employee ID number and complete department code to complete the transaction. If you do not have either of these pieces of information, you will need to obtain them from your supervisor before completing your registration. Employee discount is for current Inova employees ONLY, no family members.

**Q: Do you ever cancel class due to inclement weather or an area emergency?**

A: Yes. Information about class cancellations due to inclement weather or an area emergency can be obtained by calling the Inova Well weather hotline at 571-472-1438. Class cancellations do not always follow local public school closings.

**Q: How do I get answers to specific questions about course content?**

A: Please call 571-472-1400 or email [Myinovawell@inova.org](mailto:Myinovawell@inova.org) and state your name and contact number as well as the reason for your request. A Childbirth Education staff member will contact you within 2 business days and answer specific questions regarding class content.

**Q: How do I notify you if I, my partner, or my child has a special need/disability (i.e. hearing impaired, request for translator or wheelchair) at the site of my class or tour?**

A: Please call 571-472-1400 or email [Myinovawell@inova.org](mailto:Myinovawell@inova.org) and state your name and contact number as well as the disability. A Childbirth Education staff member will contact you within 2 business days to discuss options on how to make sure you have an excellent experience in our classes/tours/new moms group.

**Q: I am a student and need to observe a Childbirth Education class. What is the process?**

A: Observations are scheduled on a case-by-case basis. Call 571-472-1400 or email [Myinovawell@inova.org](mailto:Myinovawell@inova.org) and state your name and contact number as well as the reason for your call on the voicemail. A Childbirth Education staff member will contact you within 2 business days.

