

Group Exercise - New No Show/Late Cancellation Policy FAQ

In 2020 we implemented a booking system for group exercise classes as we needed to monitor numbers in classes. We've had some positive feedback on the booking system and it still serves a great purpose as we gradually increase capacity to pre-pandemic levels. Recently, we are finding that we consistently reach capacity in some classes with many having waitlists of over 10 people. However, when the class begins not everyone on the class list is in attendance. We totally get it - life happens and sometimes even the best plans have to change.

We hope by implementing this new policy we can get a truer picture of the class demands and add more spots if we need to! As this new policy comes into effect, we are here to support you. Here are some frequently asked questions.

1. How do I unregister from a class?

On our mobile app or member portal, click the "Unregister" button for the selected class. You can also email bookings@ywcavan.org to update your availability.

2. What time is the un-registration window?

2-hour notice is required for cancellations or a \$10 no show fee will apply.

3. What is the no-show fee?

A \$10 no-show fee applies when you reserve a spot and don't show up.

4. Why should I un-register if I will be charged either way?

Great question! If you unregister, a spot will open up for another member to book and enjoy the class.

5. What happens if I'm running late for a class?

It's important for your safety that you attend the warm-up portion of the class. However, we know life happens! You may enter the class up to 15 minutes from the class start time. After that, you will be considered a no-show.

6. How does the waitlist work?

If you're on the waitlist and a spot opens up, you'll be automatically added to the class. The waitlist closes 30 minutes before the class start time.

7. What if I no longer want to be on the waitlist, does the 2-hour policy apply?

Yes! Please remove yourself from the waitlist to give the opportunity to another member. You can unregister from the waitlist on your mobile app or via emailing bookings@ywcavan.org.

8. What if I don't know my schedule until right before the class start time?

No problem! You can wait to book your classes until you know your schedule. Class registration is open until 1 minute before the class start time. You are welcome to register at that time if there is space.

9. How do I know if I've been charged a late un-registration fee and/or a no-show fee?

Members can check their statements under their profile tab on our mobile app.

10. Who do I contact if I have questions or concerns?

Please email bookings@ywcavan.org for any additional help.

We look forward to seeing you around the facility!