<u>Group Exercise - Class Registration Policy FAQ</u>

Our booking system for group exercise classes offers participants the convenience of scheduling workouts in advance. It also aids instructors in planning for varying class sizes and enables us to keep track of class numbers and popularity. Pre-registration is strongly encouraged for these reasons.

We understand that unexpected circumstances may arise, requiring changes to your plans. If you find yourself unable to attend, we kindly request that you unregister to allow someone on the waitlist to take your spot. This helps us avoid charging a no-show fee.

Below, we have addressed some frequently asked questions regarding the booking process, attending classes, and un-registering:

1. **How do a book myself into a class?**
   We offer three methods for class bookings, with option A being highly recommended due to its convenience and simplicity.
   A. Download the YWCA Health + Fitness mobile app, which is available for both android and iOS devices. Your username should consist of your first initial and last name in all lowercase. In case of any difficulties, please contact member services for assistance.
   B. Email bookings@ywcavan.org and request the class you'd like to attend.
   C. Visit our member services desk, and our staff will be happy to assist you with the booking process.

2. **How far in advance can I book a class and how many can I book?**
   You can book up to seven (7) days in advance of your class. You can book as many classes as you'd like. Note - do not book yourself into two classes at the same time slot, while the system may allow this, you may be removed from both bookings.

3. **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.

4. **What time is the un-registration window?**

   2-hours' notice is required to unregister from a class or a $10 un-registration fee applies.

5. What is the no-show fee? How is it different?

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

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

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

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