



Group Exercise – Class Registration Policy FAQ

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-hours’ notice is required to unregister from a class or a \$10 un-registration fee may apply.

3. 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.

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. And will receive an email and/or app notification letting you know you got a spot.

7. If I’m on the waitlist can I go to the class anyway?

No. Only registered participants can attend the class as each studio has a maximum capacity.

8. 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.



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9. 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.

10. 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.

11. 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 at class!