



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 unregistration window?

2-hours’ notice is required to unregister from a class or a \$10 unregistration 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 unregister 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. 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.

7. 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.

8. 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!