HEALTH FI+NESS
YWCA HEALTH + FITNESS CENTRE

Group Exercise Class Registration Policy FAQ

1. How do I register and/or unregister?
On our mobile app or member portal, click the "Sign Up" or "Unregister" buttons for the selected class. You can also email bookings@ywcavan.org to update your availability.

2. If I can't make the class should I unregister?
Yes, please! If you unregister, a spot will open up for another member to book and enjoy the class

3. What is the no-show fee?
A $10 no-show fee applies when you reserve a spot and don't show up. This fee applies to classes that are full, or close to full.

4. 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, the class is closed.

5. 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.

6. How do I know if I've been charged a no-show fee?
Members can check their statements under their profile tab on our mobile app.

7. 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!