



Group Exercise Attendee Policy

- 1) Most group exercise classes are designed and available for every level of fitness and experience. The schedule shows the recommended fitness levels for each class. Classes listed as 1, 2, 3, can accommodate participants of all fitness levels; those listed with 2, 3 are not recommended for beginners.
- 2) Participants should inform the instructor of any limitations or concerns prior to the start of the class.
- 3) Free group exercise classes are offered on a first-come, first-served basis (excluding AWT Core Strength, Body Pump, Cycle, TRX Intro and Yoga, excluding Senior Yoga; see #4).
- 4) Due to space and equipment, participation is limited for **AWT Core Strength, Body Pump, Cycle, TRX Intro and all Yoga** (excluding Senior Yoga). Participants may reserve a spot in these classes up to 3 days in advance via the mobile app.
- 5) There is a fee for **TRX Express, Delay the Disease and all Small Group Training Programs**.
 - Participants can register for the entire session of these classes during open registration, or reserve a drop-in spot for a single class up to 3 days in advance as space permits.
 - During check-in at the Membership Desk, participants must pay applicable drop-in fees prior to the start of class.
 - Reservations for these classes must be made at the Membership Desk; classes requiring a drop-in/registration fee cannot be reserved on the mobile app at this time.
- 6) Participants must sign-in to the roster book outside of Studio A, inside of Studio B, inside of the Cycle Studio, in the gym court, or inside of the Strength & Conditioning Wellness Center.
- 7) Please arrive on time for class. A reservation only guarantees a participant's spot until the start of the class. Empty or unclaimed spots will be filled with participants that are waiting at the Membership Desk.
- 8) If you cannot attend, it is imperative that you cancel your reservation as a courtesy for others to attend. (*Drop-in fees are nonrefundable*).
 - Drop-in reservations for non-fee classes (AWT Core Strength, Body Pump, Cycle, TRX Intro and Yoga) may be cancelled through the mobile app; if you need assistance please stop by the Membership Desk.
 - Drop-in reservations for classes requiring a fee (TRX Express, Delay the Disease and all Small Group Training programs) must be made at the Membership Desk by phone or in-person.
- 9) Proper footwear must be worn. Clean, closed toe, supportive athletic shoes are recommended. There are shoe trays outside the studios and gym for street shoes that are soiled.
- 10) A water bottle and towel are permitted and encouraged.
- 11) Water should be in a closed, spill proof container. No open containers, soft drinks, gum or snacks of any kind are permitted.
- 12) Please silence all electronic devices; cell phone use is only in case of emergencies.

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Questions? Contact Kathy Hensler, Healthy Living Director: khensler@bcfymca.org | x226



Commonly Asked Questions

Do I need to reserve a spot in class?

The only classes that require reservations are: AWT Core Strength, Body Pump, Cycle, Delay the Disease, TRX Intro, TRX Express, Yoga (excluding Senior Yoga) and all Small Group Training programs. These classes have an asterisk (*) or money symbol (\$) at the end of the class name on the mobile app and are bold on the group exercise schedule. All other classes do not have reservations.

What do the symbols mean on the Group Exercise Schedule and mobile app?

- The asterisk symbol (*) designates that a reservation is required for the non-fee class. Non-fee classes that require reservations include: AWT Core Strength, Body Pump, Cycle, TRX Intro, Yoga (excluding Senior Yoga).
- The money symbol (\$) designates that a drop-in fee is associated with a reservation. Classes with drop-in fees include: TRX Express, Delay the Disease, and all Small Group Training programs.

How do I reserve a spot for classes?

- For non-fee classes such as AWT Core Strength, Body Pump, Cycle, TRX Intro, Yoga (excluding Senior Yoga): Reservations can be made via the mobile app up to 3 days in advance. If you need any assistance, please stop by the Membership Desk.
- For drop-in fee classes such as TRX Express, Delay the Disease & all Small Group Training programs: As open space permits, reservations and associated fees must be processed through the Membership Desk. Reservations requiring payment are not available through the mobile app at this time.

What is the class check-in process?

1. Participants attending any Group Exercise class will check-in as usual at the Membership Desk. Payment (if required) will be processed at that time.
2. Participants must sign-in to the roster book outside Studio A, inside Studio B, inside the Cycle Studio, in the gym court, or in the Strength & Conditioning Wellness Center.

Will I still be given a class card when I check-in?

No! We have eliminated all class cards. Class rosters will be managed by Membership Staff and Instructors.

If the class reservation list on the mobile app is full, will I be put on a waitlist?

Non-fee classes: (AWT Core Strength, Body Pump, Cycle, TRX Intro & Yoga, excluding Senior Yoga.)

- Yes. The mobile app does this automatically. If a participant cancels, the first person on the wait list will automatically be put into the class; the app will notify the first person that a spot is available.

Fee classes: (TRX Express, Delay the Disease, and all Small Group Training Programs.)

- There will not be a waitlist prior to class day.
- If spots open up due to cancellations on the day of the class, participants waiting at the Membership Desk will be able to process class fees and attend the class.

What if I cannot attend a class?

As a courtesy for others to attend classes, it is imperative that participants cancel reservations if they cannot attend.

- Non-fee classes (AWT Core Strength, Body Pump, Cycle, TRX Intro, & Yoga, excluding Senior Yoga): Cancellations may be completed on the mobile app. To cancel your reservation, select the class and tap the "Cancel" option located at the bottom of the class description screen.
- Fee classes (TRX Express, Delay the Disease, and all Small Group Training programs): Cancellations must be completed through the Membership Desk.

Can I attend as a walk-in?

Yes! Participants can use the mobile app to check availability of open spots to attend the class.

Can I reserve class spots for friends?

Class spots cannot be reserved for friends, but they can easily reserve their own spot!

Can non-members register for a class or reserve a drop-in spot?

Yes. Non-members can register for Small Group Training programs during the designated open registration times, reserve spots for non-fee classes through the mobile app, and reserve spots for drop-in fee classes at the Membership Desk. (Day pass rates will apply to non-member drop-in participants.)