



Land & Water Group Exercise 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) Reservations are required for all Land and Water Group Exercise classes. Participants may reserve a spot in these classes up to 3 days in advance via the mobile app.
- 4) There is a drop-in fee for **TRX Express 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.
- 5) 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.
- 6) 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 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 and all Small Group Training programs) must be cancelled at the Membership Desk by phone or in-person.
- 7) Proper footwear must be worn. Land Group Exercise: Clean, closed toe, supportive athletic shoes are recommended. There are shoe trays outside the studios and gym for street shoes that are soiled. Water Fitness classes: water shoes or flip flops/shower shoes are recommended. No street shoes permitted in the Aquatics Center.
- 8) A water bottle and towel are permitted and encouraged.
- 9) Water should be in a closed, spill proof container. No open containers, soft drinks, gum or snacks of any kind are permitted.
- 10) Please silence all electronic devices; cell phone use is only in case of emergencies.

Revised: March 2021

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

ROSE E. SCHNEIDER FAMILY YMCA • 2001 Ehrman Rd. Cranberry Twp., PA 16066 • <http://rose.bcfymca.org> • 724.452.9122



Commonly Asked Questions

What are drop-in fee and non-fee classes?

- Non-fee classes include all Water Fitness and most Land Group Exercise classes.
- Drop-in fee classes include TRX Express and all Small Group Training programs that have a one-time drop-in fee if not registered for the class.

Do I need to reserve a spot in class?

Yes. All drop-in fee and non-fee classes need a reservation.

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

- The money symbol (\$) designates that a drop-in fee is associated with a reservation.

How do I reserve a spot for classes?

- For non-fee classes: 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: 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.

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: 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: 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: 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: 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.)

Revised: March 2021