

## **Group Fitness Reservation Guidelines:**

To ensure participants receive one-on-one attention from the instructor and there is enough equipment, we ask participants to reserve a spot for class beforehand. Once capacity has been reached, the class will be closed for reservations unless cancellations are made.

- Reservations for classes can be made as far as two weeks in advance and up to 1 hour before the class start time via the self-service website or the MemberMe phone app.
- Reservations within one hour of the class start time can be made by calling the Member Services Desk or in-person at the Member Services Desk.
- If you know you won't be able to make a reservation, please cancel as soon as possible to open your spot for another participant. Reservations can be cancelled up to 15 minutes before class on the self-service website or the MemberMe phone app.
- You will be marked as "No Show" if you reserve a spot for class, and do not show up for the class. A class will be deducted from your Group Fit Pass if marked as a "No Show."
- If you are set up to receive 'Session Reminders', you will receive an email and/or text message reminder 24 hours before the class.



# MemberMe



### **Making a reservation for a Group Fitness Class on the Phone App**

1. Go to the MemberMe app. To download, search for 'MemberMe' in your iPhone or Android app store.
2. Tap the '**Group Fitness**' icon.
3. Scroll through and find the class you want to make a reservation for. Tap on that class.
4. Scroll down and tap <Book>.
5. Enter Username and Password. Tap <Login>. If your Self-Service account has not been set up. Please contact the Member Services Desk – 608-785-9443 or [wellnesscenter@westerntc.edu](mailto:wellnesscenter@westerntc.edu).
6. Tap <Book>.
7. Tap <OK>.
8. Tap on <Share> to share to your Facebook or to your Outlook calendar or <Cancel>.

### **Canceling a reservation for a Group Fitness Class on the Phone App**

1. Go to the MemberMe iPhone or Android app.
2. Tap the '**Group Fitness**' icon.
3. Scroll through and find the class you want to cancel your reservation. Tap on the class.
4. Scroll down and tap <Cancel>.
5. Tap <Yes>.
6. Tap <OK>.

You may be prompted to enter your Username and Password. If your Self-Service account has not been set up, please contact the Member Services Desk – 608-785-9443 or [wellnesscenter@westerntc.edu](mailto:wellnesscenter@westerntc.edu).