

Group Exercise Class Reservation FAQs

What if I am having trouble reserving a class on the app or online?

Visit the Front Desk at your Y and ask for assistance with creating a reservation.

Do ALL classes require a reservation?

Yes, at this time, ALL classes at ALL branches will require a reservation to attend.

When can I reserve a spot in a class? When do reservations open?

Reservations for all classes will open 48 hours prior to the class start time. Reservations are made on a FIRST COME, FIRST SERVED basis.

Does the reservation system close at any time prior to the class start time?

Reservations will close when class begins. After this time, members will no longer be able to make reservations.

How many reservations can I make? Can I reserve spots for someone else (spouse, friend, sibling, child, etc) while I make my reservation?

Each login has the capability to make only ONE reservation per class.

How will I know if my spot is reserved?

A notification confirmation will appear onscreen immediately after a reservation has been successfully made, whether it was done on the app or on the website. You will also receive an e-mail confirming your reservation.

What if the class I want to take is full?

You can choose to add your name to a wait list. You can do this on the app and on the website following the same steps as above but choosing WAIT LIST.

If I am on the Wait List, how will I know if someone cancels and I get a spot in class?

Waitlisted members will receive an e-mail if a spot has opened. Waitlisted members will be added to class in the order they signed up on the waitlist. How far in advance will they know if they are in the class? As soon as a spot in class becomes available.

What if I need to cancel my reservation?

If you need to cancel, please do so as soon as possible to allow other members the opportunity to attend the class. Reservations can be canceled over the phone or by following the same steps for reserving a spot but by choosing CANCEL RESERVATION.

Is there a penalty for making a reservation and not showing to class?

We are hopeful that members will be respectful of the need to make reservations for classes. However, should branches notice a member abusing the system, they may see the need to have a discussion with him or her. These incidences will be handled on a case-by-case basis. Will we have a penalty fee? No. The facility will handle these incidences on a case-by-case basis.

If a class is not full but I don't have a reservation for it, can I still attend?

Yes! You are welcome to attend classes as a walk-in if the class is not full. If the class is full and you don't have a reservation, you won't be able to attend.

If I want to come to a class and I see that the reservations are full, can I just show up and hope that there is space?

If a class is full, we encourage you to get on the Wait List instead of showing up and hoping to get a spot in class.

Is there a limit as to how many classes I can attend/make reservations for in one day? Yes. To be courteous to all members, we will limit classes to 1 reservation per day.