

This guide is for Customers using the Gymcatch App

When we add you to Gymcatch, you will receive an email from Gymcatch inviting you to claim your account. By claiming your account, you create a password so that you can access your account. You will then be able to cancel classes, book classes and check your credits.

Once your account has been claimed, you can log into the Gymcatch App at any time. You can download the app for android or apple here: <https://gymcatch.app.link/download>

These are Important things to note

On the day email reminders – You will not get a reminder email on the day of the class. You will get an email confirmation any time you are booked into a class. We advise you save these emails, especially if you are doing a zoom class as the booking confirmation contains the zoom link.

Payment cards

To purchase credits, you will need to add your card details.

Waiting lists

Gymcatch has a waiting list facility. When a space becomes available, it emails everyone on the waiting list at the same time. Whoever gets there first can book it. If no one books it, it's available for anyone to book.

Zoom classes are available just before term starts.

Most studio classes will have spaces available, a few spaces are held back and will be available 7 days before a class.

Phone numbers

We would like you to add a phone number to your account. The main reason for this is so can get a message to you if a class is cancelled at short notice.

Next time you book or cancel a class, the system will ask you to add a phone number (mobile ideally) before you can proceed. Once you've done this, you won't be asked again.

There is a space for emergency contact details. It might be helpful to have that information. We aren't making that mandatory but would ask you to fill it in, in case of emergencies.

Health forms

It is always useful for instructors to have these to look at, especially they are covering a class that they wouldn't usually teach and need to be aware of anyone that needs modifications.

If you haven't updated your health form for a couple of years, You can download a blank form here: [Health form](#)

Please complete the form and email it back to us if you can or print a copy and hand it to your instructor.

Zoom and pre-recorded classes on the app

Unfortunately, the Google and Apple app stores have policies which mean that Gymcatch cannot show zoom classes or pre-recorded classes on the app. If you want to access either of these you can do this on the Gymcatch website <https://gymcatch.com/app/login>

Please refer to the Gymcatch website instructions for information on how to purchase and view them.

Using the Gymcatch App

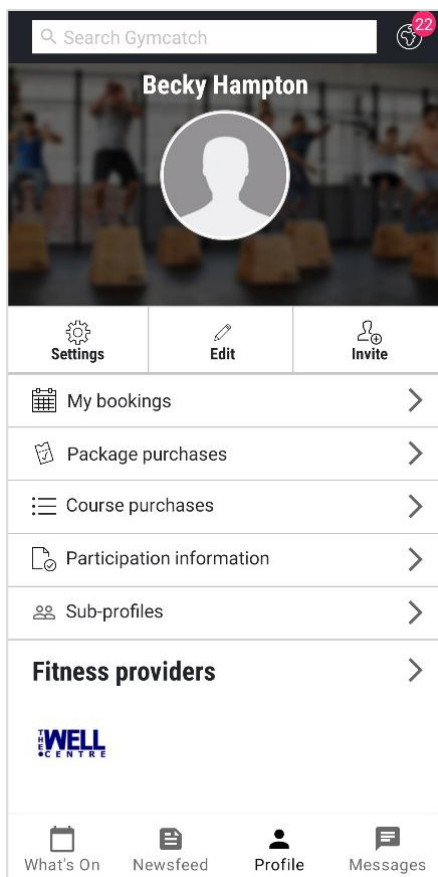
We've done our best to cover everything you may need to do or see on the Gymcatch App. Take your time to follow the instructions below and if there is something we've missed let us know.

Profile page

Log into the Gymcatch app and you will see your profile page.

To view your class bookings

On your profile page click on 'My bookings'

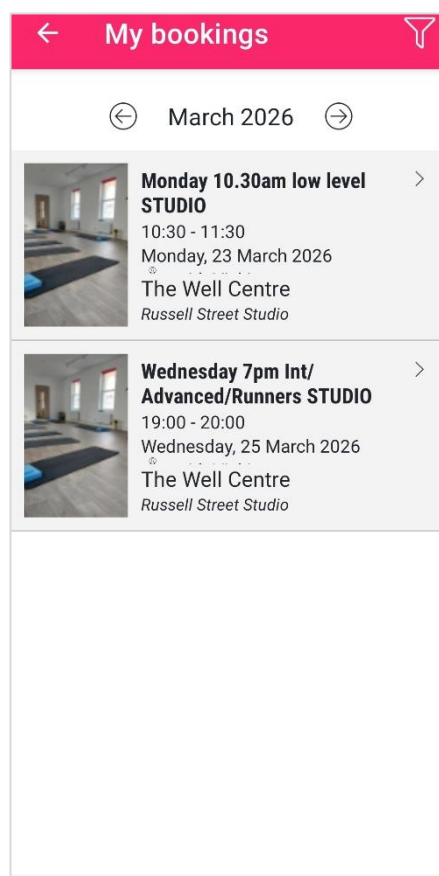


My bookings

You will see a list of your upcoming bookings.

If you click on a class, you will see more information about the class.

You can also access the zoom link and join zoom from your Gymcatch account.



Book a class – step 1

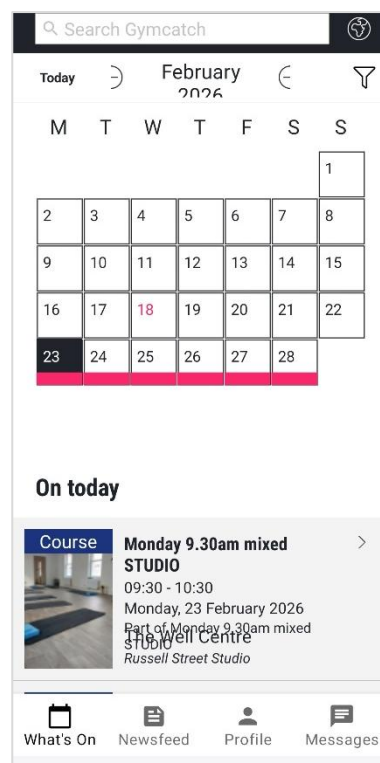
Log in to the Gymcatch App and click on 'what's on' in the bottom left corner.

If you're booked in for a class, you'll see 'my sessions'. If you scroll down you will see 'Also on today'.

Studio classes have a blue band across the photo, zoom classes have a red band across the photo.

To find a class you can either click on a date in the calendar or scroll through the list of classes

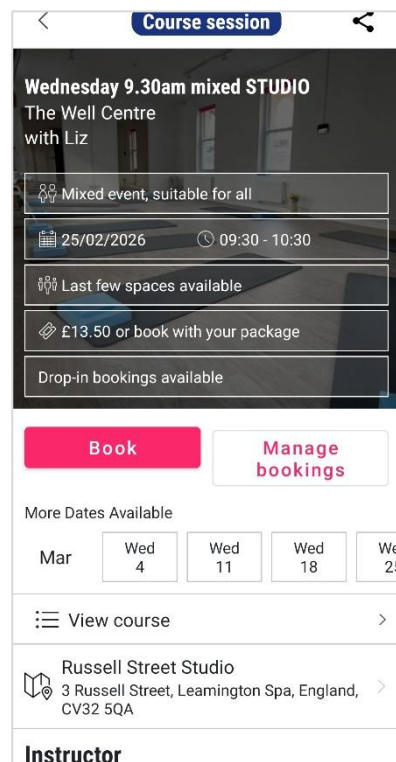
Click on the class you want to book.



Book a class – step 2

If there are spaces available you will be able to click on 'book'. A pop-up box will show you the auto refund policy – as long as you cancel an hour before the class you will get a credit added to your account.

Click agree to get to continue with your booking.



Book a class – step 3

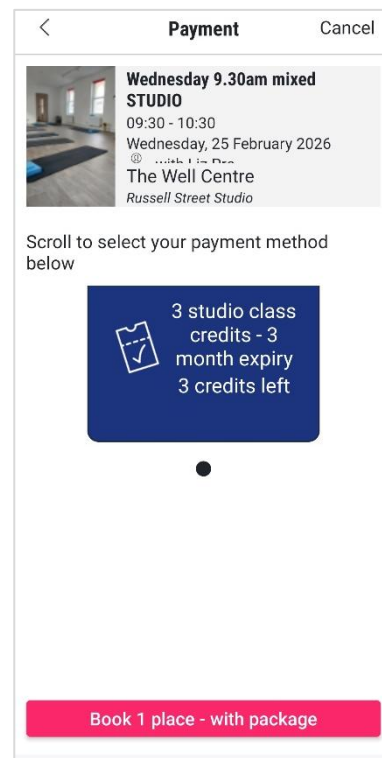
You will be able to see which credits you have available to use.

Most of you will have auto refund credits for studio or zoom from cancellations. If you buy credits they will show as class credits for studio or zoom.

If you have both types of credits you can select which to use.

Click on the credit you want to use and then 'book place with package'.

You have booked your place and will receive an email confirmation. Keep the email confirmation, especially if it's for Zoom as, this is the only email you receive about this class. You will not be receiving a reminder on the day of your class.

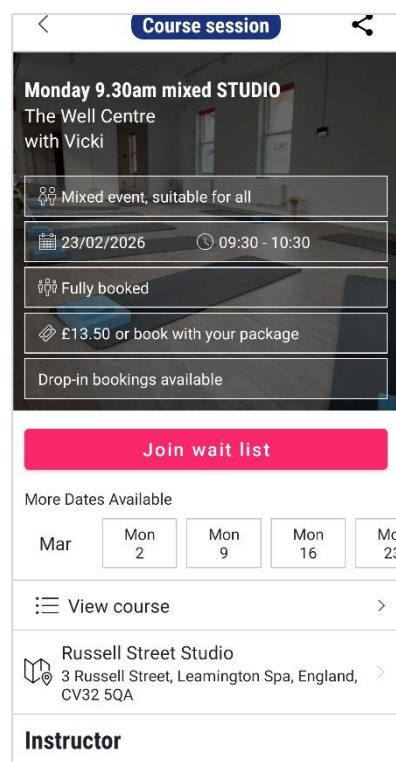


Waiting lists

If the class you want is full, you will see a join wait list button. Click on that and you will be added to waiting list.

If you want to remove yourself from the waiting list, you will see 'manage bookings' - click on it and you'll get the option to leave the wait list.

When a space is released Gymcatch will contact everyone on the waiting list at the same time - it works on a first come first served basis.



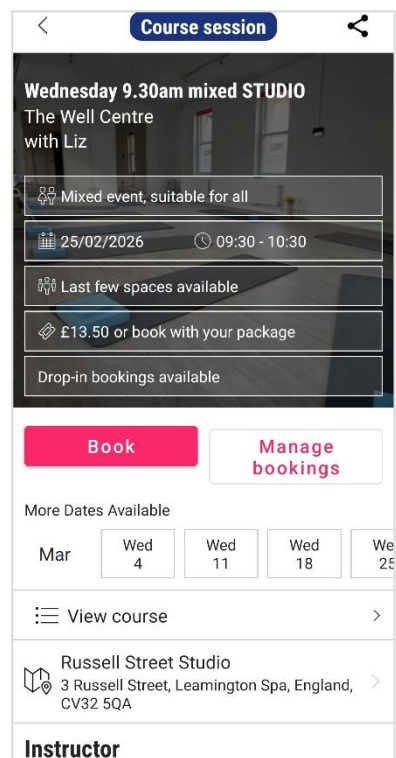
Cancel a class

If you want to cancel a class in the Gymcatch App, find the class in my bookings, click on it and then click on 'Manage bookings'.

You'll get a pop-up box - click on 'cancel booking'.

That's it, you've cancelled your booking. You'll receive an email confirming this.

If you cancel more than an hour before the class, you will receive a credit to book an alternative class. These are 'auto refund' credits and will expire after 3 months. You can use them to book an alternative class.



Purchase credits

Log into your Gymcatch account and click on The Well Centre picture. Click on available packages. Choose the 3 or 5 credit bundle you'd like, select the pink Buy button and proceed to pay by card. The credits will then be added to your account ready to use.

View credits

To view your credits in the Gymcatch App, on your profile page click on 'package purchases'.

You can see all the credits on your account. You can click on the credits to view the expiry dates. It will also show you a list of classes you can book with the credit you are viewing.

Credit balance

Credits are added to bundles, so a bundle can have more than 1 credit in it and you can have more than 1 bundle.

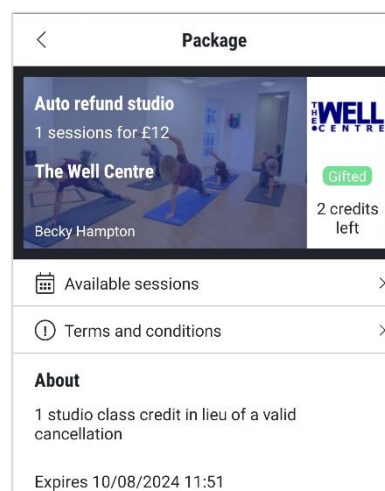
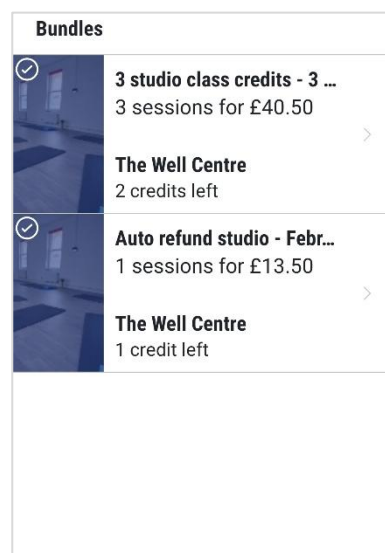
For example, if you cancel more than 1 class in a term you will have 1 auto refund package for that term with all your credits from that term in it. If you have cancelled credits that haven't expired from the previous term you will have a bundle with those credits in too.

Credit expiry dates

If you click on a bundle you can check the expiry date. Credits expire after 3 months.

Only studio credits are shown on the app. You can only use the credits to book the type of class it is for. Studio and zoom credits aren't interchangeable on the app (But we can do this manually if you ask us to).

All credits will have the green gifted box on them, because we add them to your account.



Pre-recorded classes – On demand purchases

Pre-recorded class are not available through the Gymcatch App.

They are available on the Gymcatch website. Please refer to the Gymcatch website instructions for information on how to purchase and view them.

More information about your profile page

Click on profile and you'll be able to access the following

Course purchases

This is Gymcatch terminology.

A course is a term, and a session is a class.

We create a course and add sessions.

If you click on 'course purchases' and you have block booked for the term, you will see the class name and the term start and end date.

If you click on the course you can view the sessions and manage your bookings from there.

Participation information

These are the details you share with us. We would like you to add a phone number to your account. The main reason for this is so can get a message to you if a class is cancelled at short notice.

Next time you book or cancel a class, the system will ask you to add a phone number (mobile ideally) before you can proceed. Once you've done this, you won't be asked again.

There is a space for emergency contact details. It might be helpful to have that information. We aren't making that mandatory but would ask you to fill it in, in case of emergencies.

Sub-profiles

You don't need to set up sub-profiles. You won't be able to book with sub-profiles

Notifications

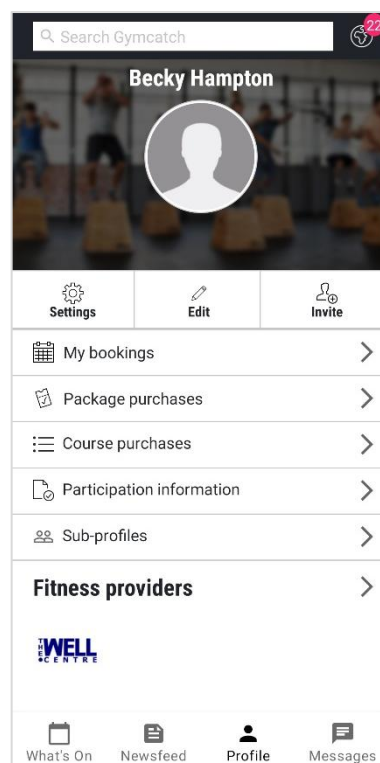
In the top right corner, these notifications are sent when you book or cancel, or we book or cancel your space. You will also be emailed.

Newsfeed

It's unlikely we'll share news this way, we'll probably stick to emails.

Messages

In the bottom right corner are messages. You can message us and we can message you through the Gymcatch app. You can also email us the normal way hello@thewellcentre.org.uk



Settings

When you click on 'settings' from your profile page you will see

Payment methods - We won't be taking payments through Gymcatch, so don't add card details.

Change password

Notifications – When your account is created you are signed up for all notifications. We recommend you stay subscribed to:

- Booking confirmations, you get these anytime you are booked you into a class. They have the zoom links in and you will need to keep these! You won't get on the day reminders.
- Updates on wait lists – self explanatory!
- Session reminders – these aren't currently being sent, but Gymcatch may enable them in the future.
- Session updates and cancellations – We may use these from time to time if anything changes with a schedule class.
- Package purchases and renewals – if you buy credits you may find this one useful to know when we've added your credits.

When you click on 'settings' from your profile page you will see the following:

Location services – it's set to off, you don't need to share your location

Calendar settings – it's set to off, it's up to you if you want to link it to your personal calendar. We haven't tried it!

- **About** – This is information about Gymcatch

Log out

