

## **This guide is for Customers using the Gymcatch website**

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 website at any time:

<https://gymcatch.com/app/login>

## **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**

We will not be taking payment through Gymcatch, so don't 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 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**

As we have a new system, it feels like a good time to update your health forms as some are several years old. 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.

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.

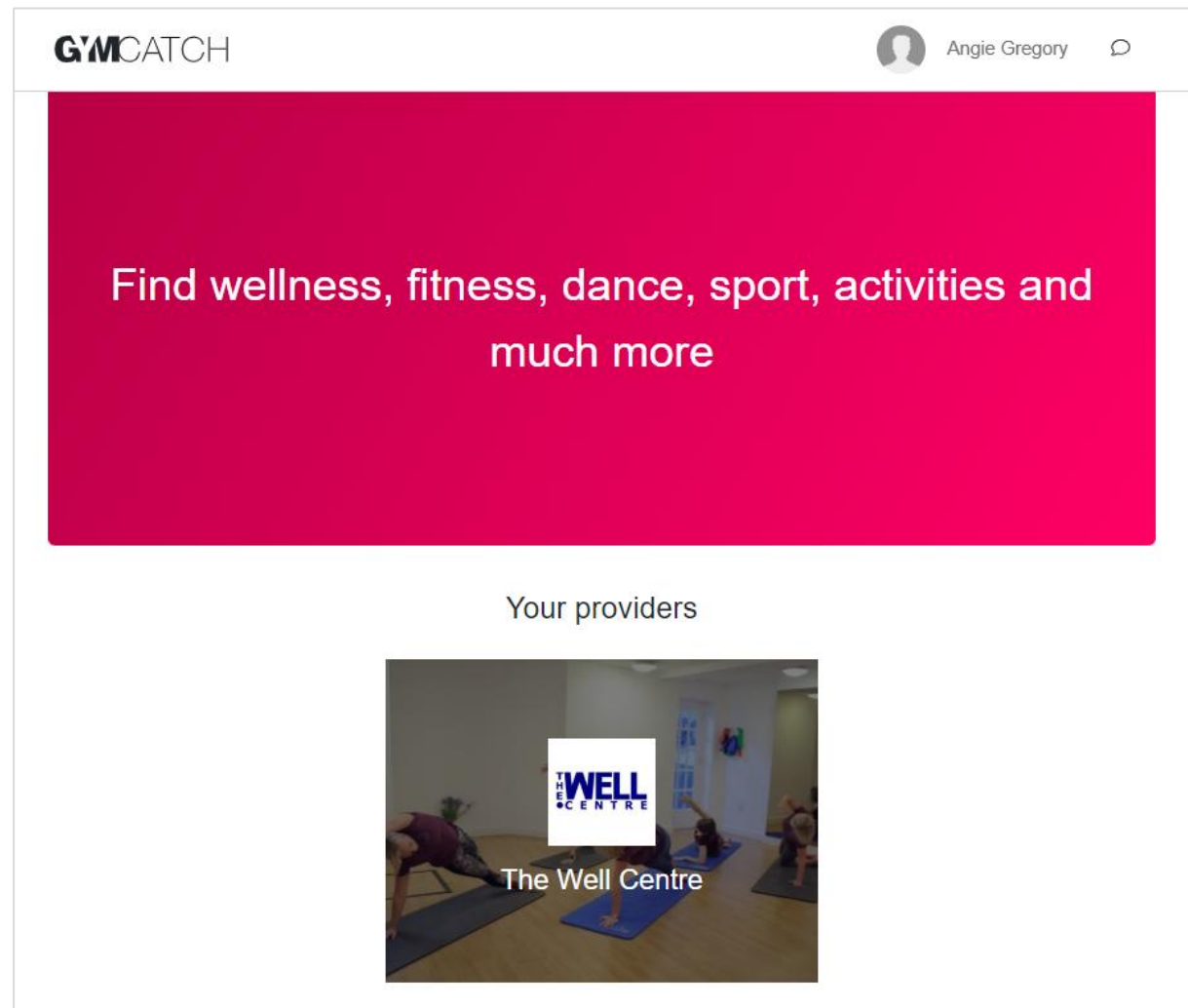
## **Using the Gymcatch website**

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

### Logging in

Log in to the Gymcatch website <https://gymcatch.com/app/login>


Then click on the on the picture of The Well Centre





### The class schedule

Next you will see the class schedule. The classes you can see are all the classes that are running in a term. If you are booked in for a class you will see a small green tick on the calendar.

To do most things in your account, you will click on your name to get to your profile page - as highlighted in the red box


Angie Gregory





**The Well Centre**

01926334062

<https://thewellcentre.org.uk/>

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Unfollow

**Schedule**   Contact & info   Participation information

All   At venue   Livestream

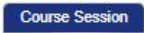
Today	MON	TUE	WED	THU	FRI	SAT	SUN
MAY	20	21 ✓	22 ✓	23	24	25	26
	27	28	29	30	31	1	2

[Full calendar](#)


Day   **Next 7 days**   Next 30 days

Filters

Tuesday 21 May




**Course Session**



**TEST weekdays 9am STUDIO**

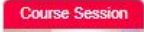
09:00 — 10:00

Part of TEST Weekday 9am STUDIO


 Angie Gregory

The Studio

Details




**Course Session**



**TEST weekdays 6pm ZOOM**

18:00 — 19:00

Part of TEST 6pm weekday mixed ZOOM

 Angie Gregory

Details

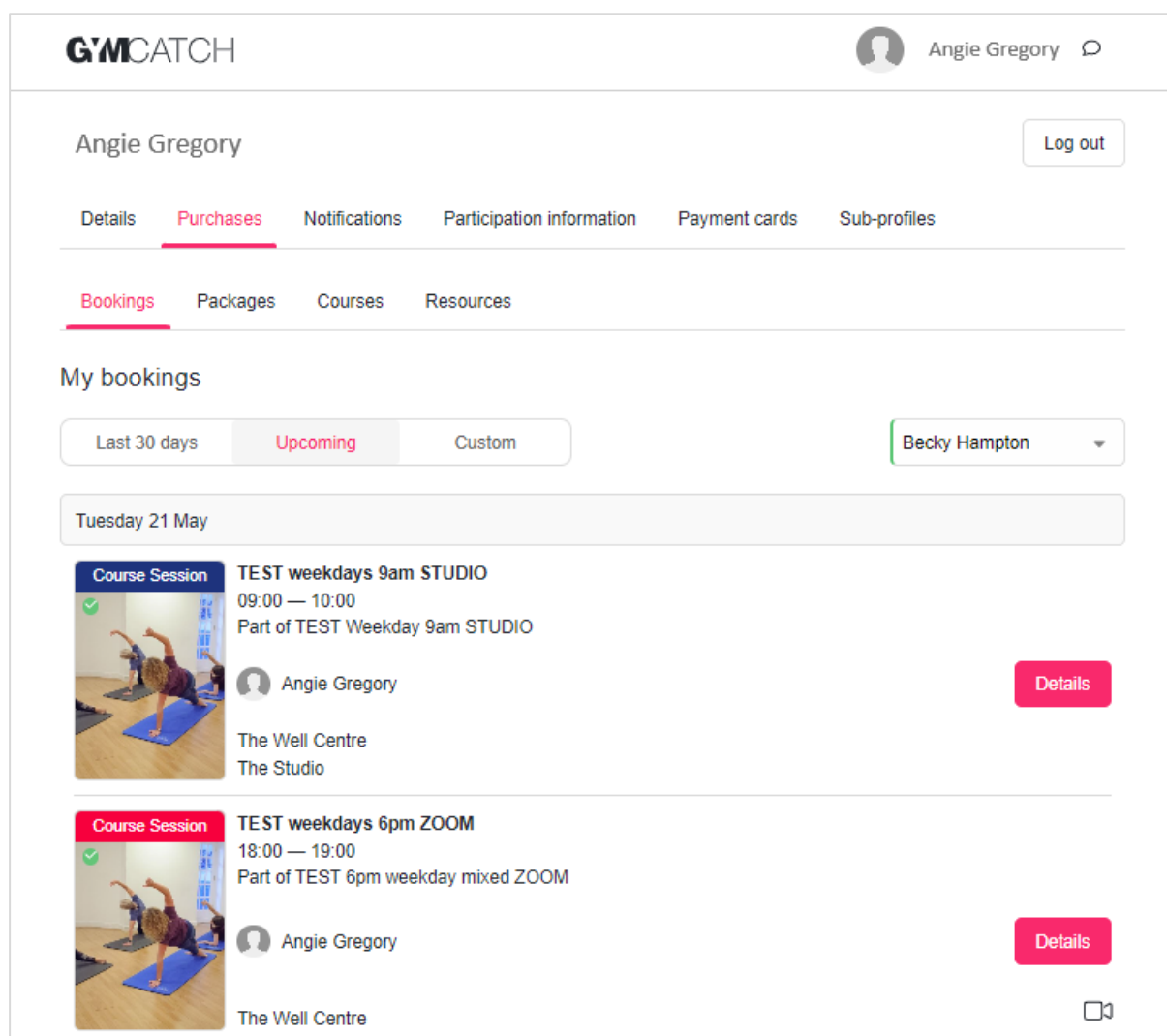
### To view your class bookings

There are 2 ways to view your bookings

1. If you look at the class schedule and there is a green tick, then you are booked in for a class that date. You can either click on the date in the calendar or look at the list underneath and find the class you booked in for - look for the green tick. Then click on details

Or you may find this easier

2. Click on your name to get to your profile page and you'll see more options. Go to purchases and you will see a list of my bookings.



The screenshot shows the Gymcatch user interface. At the top, the Gymcatch logo is on the left, and the user's name 'Angie Gregory' with a profile icon and a 'Log out' button is on the right. Below this, the user's name 'Angie Gregory' is displayed again, with a 'Log out' button to the right. A horizontal menu contains several tabs: 'Details', 'Purchases' (which is highlighted with a red underline), 'Notifications', 'Participation information', 'Payment cards', and 'Sub-profiles'. Below this menu, another set of tabs includes 'Bookings' (highlighted with a red underline), 'Packages', 'Courses', and 'Resources'. The main section is titled 'My bookings'. It features three filter buttons: 'Last 30 days', 'Upcoming' (highlighted in red), and 'Custom'. To the right of these buttons is a dropdown menu currently showing 'Becky Hampton'. Below the filters, a date selector shows 'Tuesday 21 May'. The bookings list contains two entries, each with a 'Course Session' header, a green checkmark icon, a thumbnail image of a person in a yoga pose, and a 'Details' button. The first entry is 'TEST weekdays 9am STUDIO' from 09:00 to 10:00, described as 'Part of TEST Weekday 9am STUDIO', located at 'The Well Centre The Studio'. The second entry is 'TEST weekdays 6pm ZOOM' from 18:00 to 19:00, described as 'Part of TEST 6pm weekday mixed ZOOM', located at 'The Well Centre'. A small Zoom icon is visible at the bottom right of the second booking entry.

If you click on details you can join zoom from your Gymcatch account.

To get back to the class schedule, click on the Gymcatch logo in the top right corner and then the picture of The Well Centre.

### To book a class

Log into the Gymcatch website and click on the picture of 'the Well Centre' to get to the class schedule. In the calendar click on the date you want to book a class. It will show a list of classes running that day. Studio classes have a blue band across the photo, Zoom classes have a red band across the photo. Click on the 'details' for the class you want to book.

If there are spaces available to book, you will see 'book' in a pink box. When you click on 'book', a box will pop up showing the credits you have available to use for your booking. Choose the one you want to use and click on 'book with package'.

Another box will pop up confirming you've booked your place. You will receive an email with your booking details.

#### < TEST weekdays 9am STUDIO

This session is part of a course. Click "Details" to see more information and to book the course.



Course

#### TEST Weekday 9am STUDIO

Starts 08/05/2024 09:00

Ends 21/05/2024 09:00

£12

Details

#### Cancellation policy

This session uses automated refunds for bookings made using a package or as part of a course. If you cancel your booking more than 1 hour before the start of the session you will be refunded by a credit to the bundle or pass used to make the booking or by the gifting of a bundle that will enable you to book into an alternative session. Any queries about refunds should go directly to The Well Centre. Gymcatch cannot assist you with refunds.

📅 21/05/2024

🕒 09:00 — 10:00

👤 with Angie Gregory

👥 Mixed event, suitable for all

🛋️ Spaces available

💎 £12


Book

View course

**Waiting lists**

If the class 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, click on manage bookings 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.

Course



TEST Weekday 9am STUDIO

Starts 08/05/2024 09:00

Ends 24/05/2024 09:00

£12

Details

Cancellation policy

This session uses automated refunds for bookings made using a package or as part of a course. If you cancel your booking more than 1 hour before the start of the session you will be refunded by a credit to the bundle or pass used to make the booking or by the gifting of a bundle that will enable you to book into an alternative session. Any queries about refunds should go directly to The Well Centre. Gymcatch cannot assist you with refunds.

24/05/2024

09:00 — 10:00

with Angie Gregory

Mixed event, suitable for all

Fully booked

£12

Join wait list

View course

6

### Cancel a class booking


If you want to cancel a class on the Gymcatch website, go to 'my bookings' in the purchases section of your profile page.

Click on details for the class you want to cancel. Scroll down the page to click on the manage bookings box. A box will pop up - click on cancel booking. You will get an email confirming your cancellation.

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.

[<](#) TEST weekdays 9am STUDIO

This session is part of a course. Click "Details" to see more information and to book the course.



Course

**TEST Weekday 9am STUDIO**

Starts 08/05/2024 09:00

Ends 21/05/2024 09:00


£12


[Details](#)


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#### Cancellation policy


This session uses automated refunds for bookings made using a package or as part of a course. If you cancel your booking more than 1 hour before the start of the session you will be refunded by a credit to the bundle or pass used to make the booking or by the gifting of a bundle that will enable you to book into an alternative session. Any queries about refunds should go directly to The Well Centre. Gymcatch cannot assist you with refunds.


 21/05/2024


 09:00 — 10:00

 with Angie Gregory

 Mixed event, suitable for all

 Spaces available

 £12



You're booked on to this session.

[Manage bookings](#)

OR

[Book](#)

[View course](#)

### Credits – from cancellations and purchased credits

There's a bit of difference in the terminology used by Smartbookings and Gymcatch.

Smartbookings just used credits, Gymcatch uses credits, packages and bundles.

Credits make up bundles, bundles make up packages. Don't worry too much about the wording!

In purchases you will see packages. This is where you can view your credits.

Blue for studio credits and red for Zoom credits. You can only use the credits to book the type of class it is for. Studio and zoom credits aren't interchangeable. (Although we hope to be able to do this manually if required).

Auto refunds are from cancelled classes, class credits are bought credits. All credits expire after 3 months.

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

Details **Purchases** Notifications Participation information Payment cards Sub-profiles

Bookings **Packages** Courses Resources

### My packages

Live Expired

#### Bundles

1 Zoom class credit  
1 sessions for £7.50

The Well Centre

Angie Gregory

1 credit left

Auto refund studio  
1 sessions for £12

The Well Centre

Angie Gregory

2 credits left

### Getting back to the class schedule

If you are in your account and want to get back to the class schedule, click on the Gymcatch logo and you'll see the screen with The Well Centre image you see when you log in.

**GYMCATCH** Angie Gregory

Angie Gregory Log out

Details **Purchases** Notifications Participation information Payment cards Sub-profiles

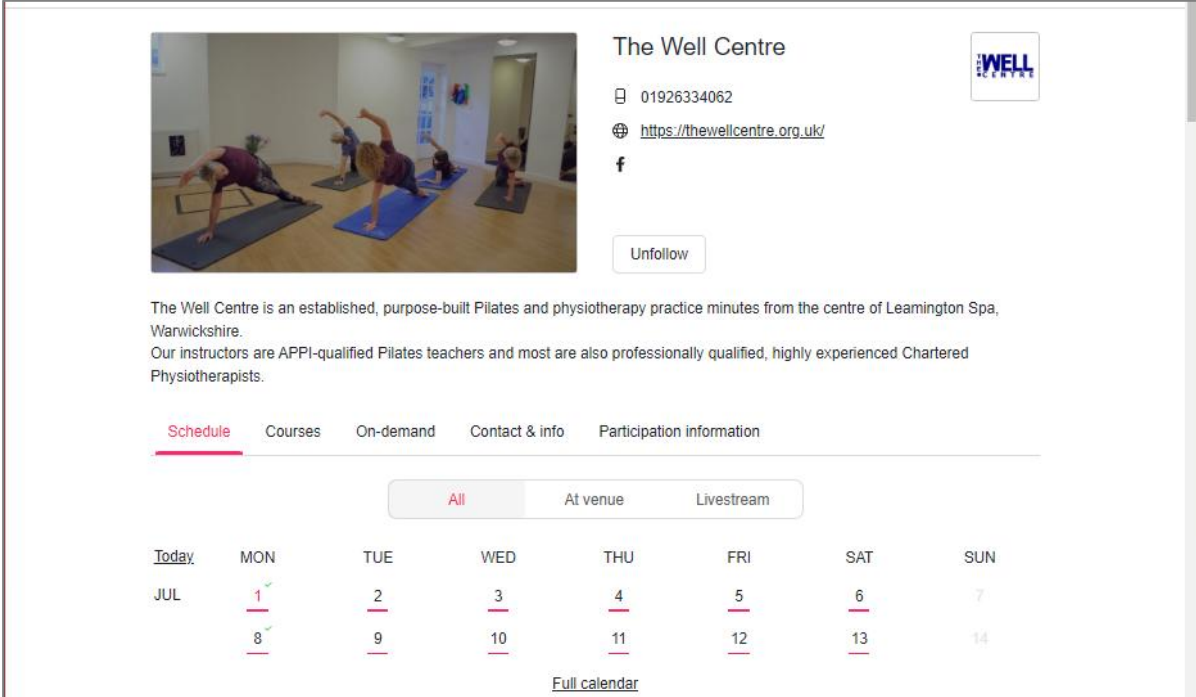


### Pre-recorded classes – On demand purchases

Only available on the Gymcatch website, not the Gymcatch App

We have pre-recorded classes which are available for you to purchase. Each recording costs a zoom credit or £8.50.

On the schedule page click on on-demand and you will see the list of classes available.



The Well Centre

01926334062

<https://thewellcentre.org.uk/>

Unfollow

The Well Centre is an established, purpose-built Pilates and physiotherapy practice minutes from the centre of Leamington Spa, Warwickshire. Our instructors are APPI-qualified Pilates teachers and most are also professionally qualified, highly experienced Chartered Physiotherapists.

**Schedule** Courses On-demand Contact & info Participation information

All At venue Livestream

Today	MON	TUE	WED	THU	FRI	SAT	SUN
JUL	1 ✓	2	3	4	5	6	7
	8 ✓	9	10	11	12	13	14

[Full calendar](#)

Click on the one you want to purchase and then view purchase options. If you have a zoom credit, it will show when you click on purchase options. If nothing shows, that implies you don't have a suitable 'package'. You can add credits to your account by sending £8.50 per class to the usual bank account. If you want to use a studio credit to buy a recording, let us know and we can either convert your studio credit as a straight swap or you could add £3.50 to the usual account, and we will add 2 zoom credits.

Please remember that we need to be alerted if you send money to the bank account so we know what you are paying for!

After you have purchased a pre-recorded class you can find it under resources when you look at your purchases in your account.

### **More information about your profile page**

Click on your name in the top right-hand corner and you'll be able to access the following

**Details** - Your name and email. This is where you can change your password.

### **Purchases**

- **Bookings** – See section about viewing your classes above
- **Packages** – See section about credits above
- **Courses** – 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 'courses' 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.
- **Resources** – We hope to add pre-recorded classes to this section in the future

**Notifications** - When your account is created Gymcatch signs you up for all notifications. We recommend you stay subscribed to:

- Booking confirmations - you get these anytime you are booked you into a class. These have the zoom links in and you will need to save 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 scheduled class.
- Package purchases and renewals – if you buy credits, you may find this one useful to know when we've added your credits.

The others with an \* at the end all relate to the Gymcatch app, you won't receive any of these if you are using the Gymcatch website.

**Participation information** - If you click on The Well Centre image, you can see chose the details you share with us. At the moment it's just your email address, which we used to create your account.

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.

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

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

**Messages** – In the top right corner you next to your name, you will see a message bubble. If you click on it, you can message us and we can message you through the Gymcatch website. You can also email us the normal way [hello@thewellcentre.org.uk](mailto:hello@thewellcentre.org.uk)