

## **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**

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 App**

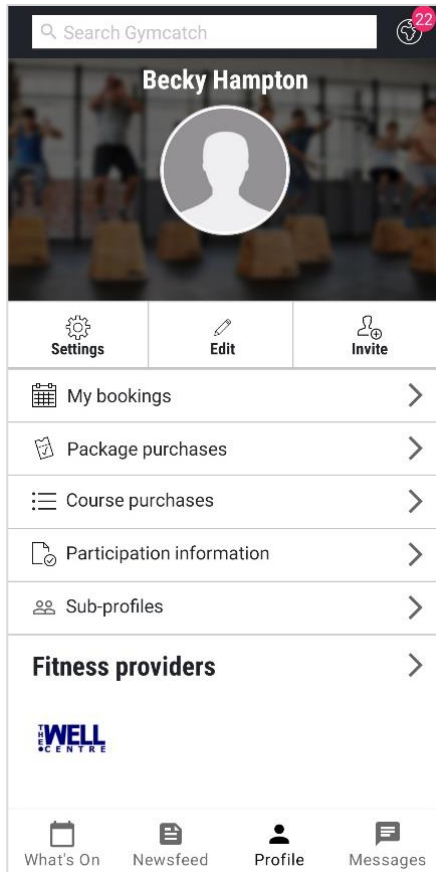
We've done our best to cover everything you may need to do or see on the Gymcatch App. Take your time to follow the instructions below and if there is something we've missed let us know.

### 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'

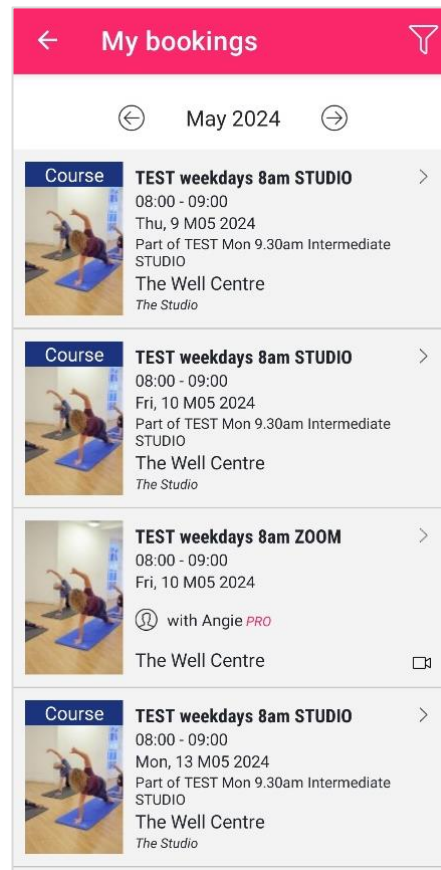


### My bookings

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

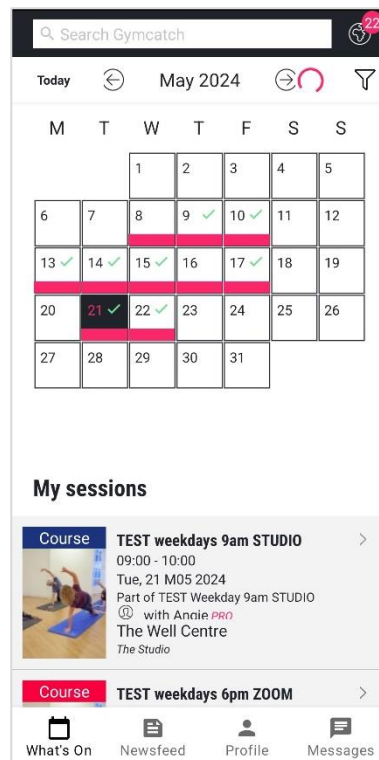
Log in to the Gymcatch App and click on ‘what’s on’ in the bottom left corner.

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

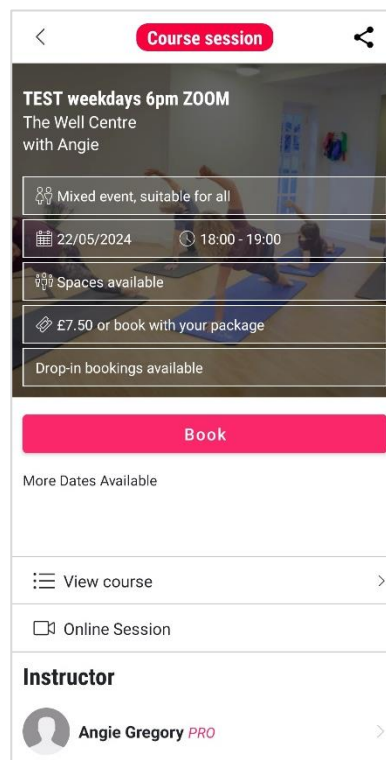
Click on the class you want to book.



### 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.

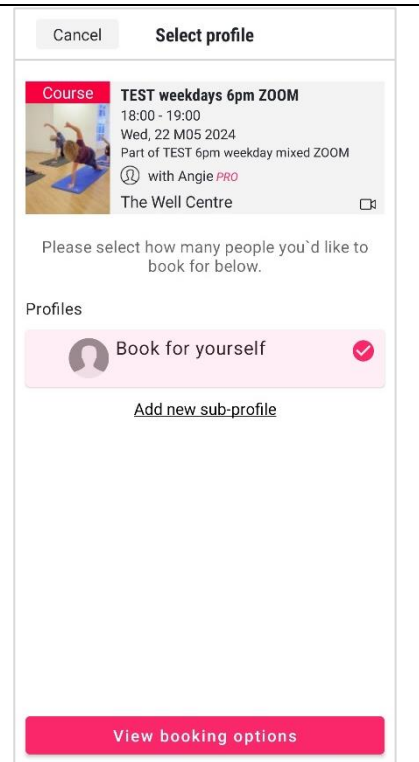


### Book a class – step 3

Check that 'book yourself' has a tick next to it.

It is showing you can add a new sub profile, but we won't be accepting bookings with sub profiles so ignore this.

Click on view booking options, it will take you to the payment screen – you will always be paying with credits.



### Book a class – step 4

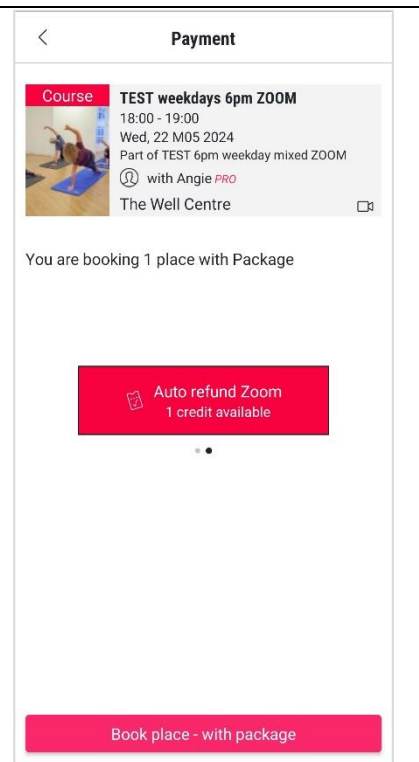
You will be able to see which credits you have available to use.

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.

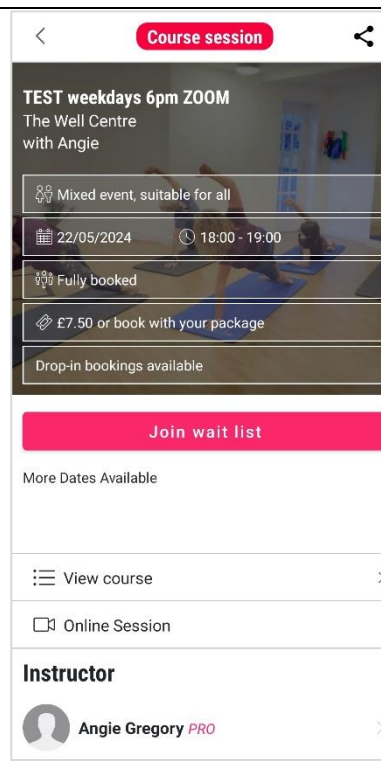


### Waiting lists

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.



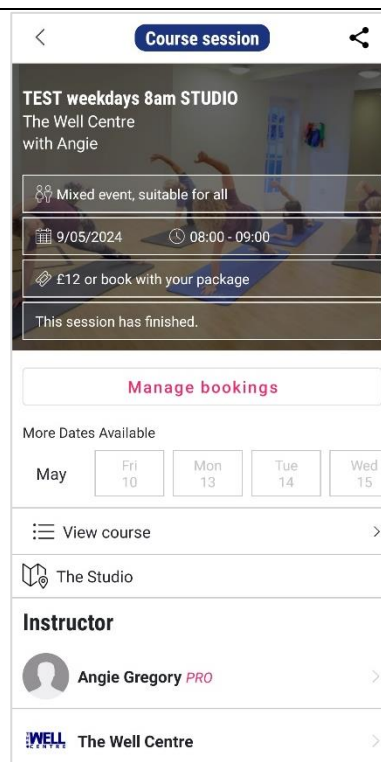
### Cancel a class

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.



### 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.

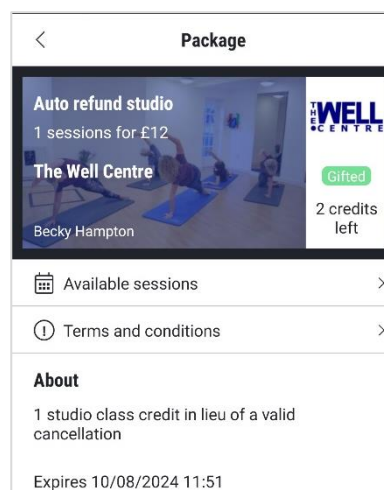
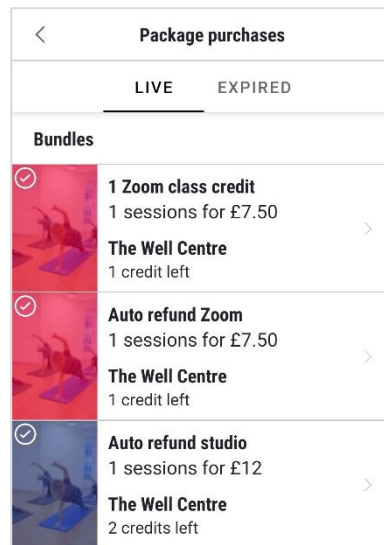
Credits make up bundles, bundles make up packages. Don't worry too much about the wording!

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.

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 swap them manually when required)

Auto refund 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.



### Pre-recorded classes – On demand purchases

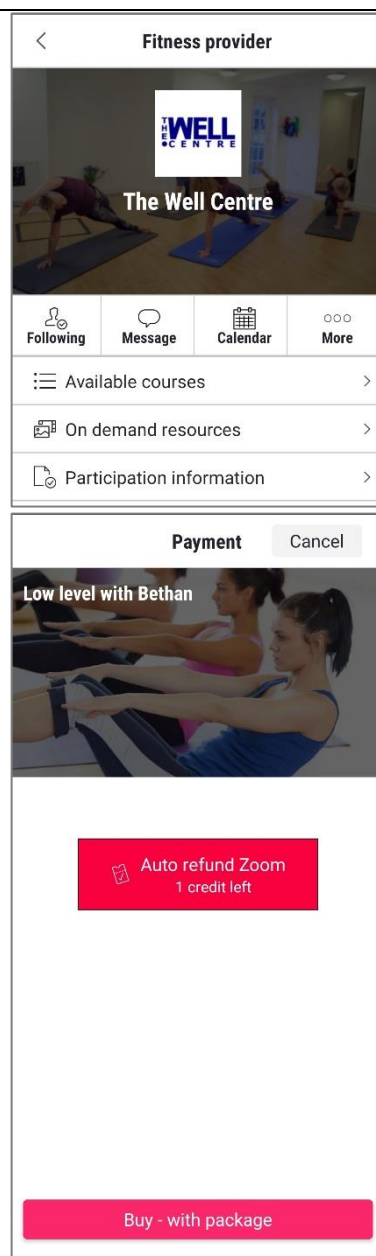
We have pre-recorded classes which are available for you to purchase. Each recording costs a zoom credit or £7.50.

Log into your account and click on The Well Centre logo. Then on demand resources and you will see the list of classes available.

Click on the one you want to purchase and then view purchase options. If you have a zoom credit, it will show when you 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 £7.50 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 £4.50 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 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

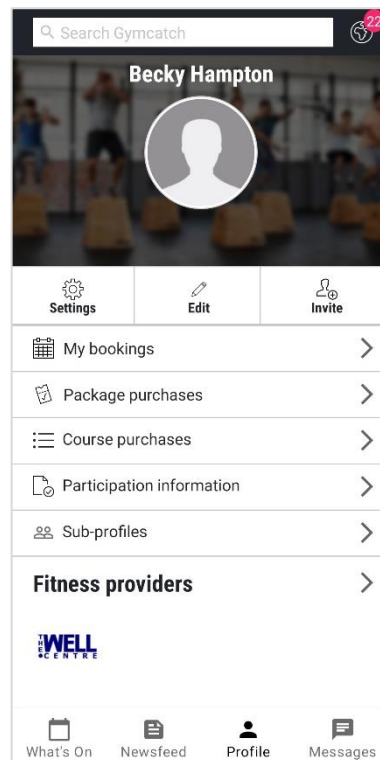
In the top right corner, these notifications are sent when you book or cancel, or we book or cancel your space. You will also be emailed.

#### 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 [angie@thewellcentre.org.uk](mailto:angie@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

