

Gymcatch - Frequently Asked Questions

Detailed instructions for using the Gymcatch App and Gymcatch website can be found on our website: <https://thewellcentre.org.uk/book-a-class>

Why can't I find zoom classes on the Gymcatch App?

Due to Apple and Google policies Gymcatch are unable to display zoom classes in the App.

On Android you will not be able to see any zoom classes, including classes you are booked into.

On Apple you will be able to see zoom classes you are booked into, but you won't be able to book zoom classes.

You can access and book zoom classes through the Gymcatch website.

How do I cancel a class? From your list of classes, view the class you want to cancel. Click on the details and then 'cancel'. As long as you cancel an hour before the class you will receive either a Studio or Zoom credit depending on which class you were booked into. You have 3 months to use the credit to book yourself into an alternative class.

How do I book a class? There are 2 types of credits, studio or zoom. You will need the right type of credit to book a class. If you have no credit, cancel a class first or contact the administrator to purchase credits.

Log into to your Gymcatch account and look at the schedule of classes running.

Click on the class you would like to book. If there are spaces available, you will see a 'Book' button, click on it to book.

If a class is full, is there a waiting list? Gymcatch has a waiting list system.

Waiting lists for zoom classes open at the start of the term. Studio waiting lists open at the start of each term.

If the class is full when you try to book and the waiting list is open, you add yourself to the waiting list. If you later decide to remove yourself, go back to the class and click on manage bookings to get the remove me from waiting list button.

If a space becomes available Gymcatch will email everyone on the waiting list and whoever gets there first can book it. If no one books it, it is available for anyone to book.

What if I cancel a class by mistake? Go to back to the class and re-book it.

I am unable to cancel my class on the system, so I don't have any credit. Can you help? In certain circumstances, we can add credit manually. Contact the administrator and explain the situation.

There is no available class at my level this week. Look for another week or consider trying a different level and adjust the exercises where necessary.

How far in advance can I cancel? Classes in the current course that you have paid for will show on your account and can be cancelled.

How far in advance can I book a class? We release all available zoom spaces at the start of the term. Studio spaces are made available about a week in advance of the class. You may need to use the waiting list if the class you want is unavailable.

Some of you buy credits so that you can attend different classes each week, via the swap system, depending on your commitments, rather than being enrolled in a specific class. These credits expire after 3 months.

I am trying to cancel a class for next term but can't find the class. Why? You have not yet paid for next term, so your classes are not yet displayed.

I have paid for next term but it isn't showing. Why? Contact the administrator with details of your payment.

How do I buy credits? You can buy Studio and Zoom credits online through in your Gymcatch account. Log in to your Gymcatch account, click on the Well centre picture and select available packages in the App or Packages on the website. Choose the 3 or 5 credit bundle you'd like, select the pink Purchase button and proceed to pay by card. The credits will then be added to your account ready to use.

How long do credits last? All credits expire after 3 months. You can check your credit amount and expiry dates in 'purchases' under 'packages'.

Can I use credits to pay for a new course? No. You may only use them to book extra classes alongside your regular ones.

Can I swap zoom credits and studio credits for each other? Yes, we can manually convert one type to another for you, please contact us if you wish to do this. With Gymcatch we can only have studio credits or zoom credits, not credits that can be used for both.

Can I exchange credits for money? No.

Can I purchase pre-recorded classes? You can find pre-recorded classes in the on-demand section in Gymcatch. They are only available on the Gymcatch website, they are not available on the Gymcatch App. You will need a zoom credit on your account to purchase a pre-recorded class.

How do I cancel the rest of my course? Please contact the administrator. You may receive a refund for any future classes that can be placed on the swap system so that someone else may take the place

Will I get an email confirmations and reminders for my classes? When you are booked into a class you will receive an email confirmation. If it's a zoom class it will contain the zoom link. You will not get a reminder email so you will need to save the email confirmation.

I haven't yet registered. How do I do so? Please contact the administrator, they will set up an account for you and will send an email with a link to claim your account and create a password for Gymcatch.

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I have forgotten my password. What should I do? Go to Gymcatch and click on 'forgot your password' you will receive an email with instructions to reset your password.

I'm getting an error message when I'm logged into my account, what do I do? Log out of your account and then log back in, to clear the error message.

How do I contact the administrator? By email: hello@thewellcentre.org.uk or by phone: Lucy 07368 897354, Becky 07508 796662 or Angie 07971 830560