

Question	Answer
<p>1 What can I do if I don't want to use the online check in?</p>	<p>The online check in has been rolled out to provide customers with choice and flexibility. Please understand that each class has a maximum number of participants so checking in on-line will ensure you reserve your place in the class. You are still able to check in at reception as normal however you risk missing out as places may already have been filled through online check-in reservations.</p>
<p>2 Can I still check in using the self-service check in kiosk?</p>	<p>Absolutely, in fact, you can now check in to a class <b>xx</b> hours beforehand using the self service check in desk.</p>
<p>3 What happens if I check in to a class and then cannot make it.</p>	<p>You are able to cancel your reservation in the online portal up to <b>5 minutes</b> prior to the class commencing.</p>
<p>4 What happens if I check in for a class and do not show up?</p>	<p>We understand that from time to time life throws us curve balls and the best laid plans cannot be accomodated. We prefer customers to cancel their reservation so that someone who has not been able to reserve a spot can book in your place, however we understand that at times this simply isn't feasible. For this reason we allow a couple of missed classes per month. If you exceed 3 missed classes without cancelling in a 1 month period your access to the online check in portal will be restricted for a 14-day period. You can still attend classes however you will need to check in at reception.</p>
<p>5 I've checked in for a group fitness class online. What do I do when I arrive for the class?</p>	<p>Just head straight to the group fitness room. There will be a printed list of attendees at the entrance to the room. Simply place a tick next to your name to confirm attendance. The instructor will cross-reference this list with the numbers and will mark any non-attendance after checking through a role call.</p>
<p>6 I've checked in for an aqua class online. What do I do when I arrive for the class?</p>	<p>Just head straight to reception. A class list will be printed and left at reception so that staff can mark you off for the class and provide you with a wrist band that confirms you have checked-in.</p>
<p>7 How do I prove that I've check-in for a class online?</p>	<p>Once you've checked in your reservation will be shown on your account which is easily accessed on your mobile.</p> <p>If you don't want to bring your mobile phone to the gym do not worry. We also get notified of all online check-ins and will print an attendance roll 5-mins prior to the class commencing. This will be checked off at the beginning of the class and any absences marked accordingly.</p> <p>The instructor will provide this to reception at the end of the class so that they can mark off attendance in the system.</p>
<p>8 Can I reserve a place in the class by speaking with a staff member</p>	<p>No, this can only be done online using your registered account. You can however check-in</p>
<p>9 What happens if I arrive late for my class?</p>	<p>Customers will be permitted access to the class no later than 5 minutes after commencing as long as the class is not over-subscribed. In this instance you will forfeit your place.</p>
<p>10 Can I tick off the name of a friend that is running late for the class</p>	<p>No, ticking off anyone's name other than your own is not allowed. Customers will lose access to the online check-in if this occurs.</p>

### **Notes for Trigger email**

- We will be piloting the online Group Fitness check-in at Bayswater Waves before rolling out at our other sites.
- Add a link to the online portal for customers to register.
- Attach a copy of the Customer Resource – How to Register for the Online Portal.
- Pull in each customers email address so that they know what email they registered with.
- Customers can book into classes that are scheduled to take place within 4-hours at front reception. The self-service kiosk needs to be used for classes outside of the nominated 4-hour period.
- Not tech-savvy, don't worry. We will be scheduling a couple of member morning teas where staff will be available to step you through the process and assist with any technical questions.

### **Notes for Foyer Display**

- Customers that do not know what email address is attached to their account will need to see reception to obtain details. Please do not register an account with a different email address as this won't link to your account and online functionality will not work.
- Customers that do not have an email address attached to their account will need to see reception to have one added.