

GYMCATCH BOOKING INSTRUCTIONS

GENERAL INFORMATION FOR GYMCATCH

- Memberships are called **PASSES** and are found under the **Packages tab**
- Face to Face classes are found under the **Courses tab**
- Online classes are found under the **Schedule tab** and can be identified by the video camera symbol
- Following Lisa Hill Pilates, will make her page a favourite on yours when you log in.

PASSES

There are 4 passes available:

- Unlimited online Pilates and access to video library
- Unlimited online MELT and access to MELT recordings
- Combined online Pilates/MELT classes and access to video library
- One Class a week

The validity of the pass and other terms and conditions are included in the details.

COURSES

All face-to-face classes Lisa offers are listed here under courses.

The dates and venue for each of the courses are listed under details.

All of the courses have a limited number of spaces and when they are full, the details will say, "This course is not available to book"

SCHEDULE

The schedule is a calendar and lists all of the classes Lisa offers throughout the week.

If you are a client who usually uses "pay as you go" option, this is where you would book your class. Just choose the class you want to attend, select DETAILS > Book and then follow the payment instructions on the screen.

Remember! Online classes are indicated by the video camera symbol

NB: If you are a client who normally purchases a ½ termly package, please purchase the relevant pass BEFORE booking any classes.

NB: We were able to import a number of your contact details to make this process easier for you, so you may be offered the option to "claim" your email address when registering. *Please do so*, as this will avoid any duplication. If you have used different email addresses in the past, there may be more than one against your name.

HOW TO BOOK AND PAY FOR CLASSES

- Go to Lisa's website www.lisahillpilates.co.uk and select the BOOK CLASSES button on any of the pages.
- Once selected, this will open the gymcatch page in a new window on your browser and take you to Lisa Hill Pilates.

ONLINE CLASSES

- If you usually purchase your classes in a ½ term block then please select the PASSES tab, select the pass you wish to purchase, by clicking on it and selecting **purchase**.
- You will then be asked to log in (if you already have an account, or to register if you haven't).
- Once logged in, you will be asked to pay for your pass by credit card.
- Once purchased, you will receive a basic email confirmation from Gymcatch confirming your purchase and the purchase will appear under the packages tab in your account.

NB: Passes are the equivalent to a pre-payment card and once purchased can be used to book the specific classes you wish to attend.

- Once you have purchased your pass, you now need to book the classes you wish to attend.
- Select the classes you wish to attend from the CALENDAR.
- Select DETAILS > BOOK > and choose to pay with your pass which should be offered as a payment option.
- Providing the class, you have chosen is valid for the pass you have purchased, the class will be credited and appear under the PURCHASES > BOOKINGS > tab in your account.
- Once purchased, the zoom link, video library password and any other specific details related to that class can be found when selecting class in your account.
- **IMPORTANT:** The zoom link is different for every class you book. When joining a class online, you now need to log in to GYMATCH and select the relevant class from your account and click on the Zoom link. This will take you directly to Lisa's zoom class. There is no longer any need to launch zoom.

FACE TO FACE CLASSES

- Select the COURSES tab and choose the course you wish to purchase. Then DETAILS > BOOK
- You will be asked to Log in or register.
- Select DETAILS > BOOK and then follow the payment instructions on the screen.
- If there is a message "This course is not available to book" it means the course is full.
- Once purchased, you will receive a basic email confirmation from Gymcatch confirming your purchase and the purchase will appear under the packages tab in your account.

PAY AS YOU GO CLASSES

- Go to Lisa's website www.lisahillpilates.co.uk and select the BOOK CLASSES button on any of the pages.
- Once selected, this will open the gymcatch page in a new window on your browser and take you to Lisa Hill Pilates.
- Select SCHEDULE tab and choose the classes you wish to attend.
- Select DETAILS > BOOK and follow the payment instructions on the screen.
- You will be asked to Log in or register.
- Once purchased, you will receive a basic email confirmation from Gymcatch confirming your purchase and the purchase will appear under the packages tab in your account.