

## GYMCATCH FAQ's

Below are some frequently asked questions we have received since launching GYMcatch. If you are experiencing issues, please check here first and if your question is not answered then please email Tracey at [admin@lisahillpilates.co.uk](mailto:admin@lisahillpilates.co.uk).

### **How do I access my GYMcatch account?**

You can access your GYMcatch account from your computer <https://gymcatch.com/> or via the GYMcatch app which is available on both iOS and Android.  
<https://play.google.com/store/apps/details?id=com.gymcatch.android.prod>

### **How do I make a booking for a class with my pass via the GYMcatch website?**

Log in to your account

Click on the packages tab

Click on the package you have purchased – this opens up a calendar with all available sessions.

Go to the calendar and select the date you want to book.

All available classes on this date will be visible.

Select the relevant class and click BOOK.

You will see a tick on the calendar against the days you have booked a class

You will also receive an email confirming the class booking.

### **How do I make a booking for a class with my pass via the GYMcatch APP**

Go to your profile

Select Package Purchases

Tap on the Pass and click available sessions

Select the class you want and click BOOK

You will see a tick on the calendar against the days you have booked a class

You will also receive an email confirming the class booking.

The App will also let you put the booking into your calendar thus allowing you then to set up notification/reminder etc.

### **How do I book Face-to- Face classes via the GYMcatch website?**

Log in to your account

Click on courses tab

Select DETAILS on the course that you are interested in.

If this course or individual session within this course are available the BOOK button will be visible.

Click BOOK to either book the whole course or the individual date.

You will see a tick on the calendar against the days you have booked a class

You will also receive an email confirming the class booking.

## **How do I book Face-to- Face classes via the GYMcatch APP?**

Go to your profile

Select Lisa Hill Pilates from fitness providers

Select available courses – all courses will be visible

Select the course you wish to book

If this course or individual session within this course are available GO TO BOOKINGS will be visible. If it is not visible the course is fully booked.

Select GO TO BOOKINGS

Follow instructions to book the course.

You will see a tick on the calendar against the days you have booked a class

You will also receive an email confirming the class booking.

## **Why can't I access the video library?**

There is no longer a log in button on Lisa's website just a BOOK CLASSES button which takes you to GYMcatch. To secure the video library we now use a password which is given to clients when purchasing the relevant Pilates classes/packages.

## **Where do I find the password for the video library on the GYMcatch website?**

Log in to your account

Click on your name at the top

Go to purchases and it will show you all your bookings

Click on Details on any of the Pilates classes you have booked

Underneath the title and before the about information there is a sentence which gives you the password for the video library.

Type this in when prompted on any of the protected pages on Lisa's website and it will let you in.

PLEASE NOTE: This password will change every half term

## **Where do I find the password for the video library on the GYMcatch App?**

Go to your profile

Go to my bookings

Select any of your Pilate's bookings and scroll to the bottom of the page.

The password is at the bottom of the screen after the About information.

Type this in when prompted on any of the protected pages on Lisa's website and it will let you in.

PLEASE NOTE: This password will change every half term.

## **Are the zoom log in details the same for every online class?**

No, GYMcatch generates a unique log in for every online class. The details are included in the details of the class in your account on GYMcatch.

## **I now cannot attend a face-to-face class, what do I do?**

Sometimes something happens that changes our plans. If you find you are unable to attend a face-to-face class, it would be really helpful if you could cancel your booking for that particular session on GYMcatch as it would allow this space to become available for someone else. The more notice you have give would be really appreciated.

## **How do I cancel a class on the GYMcatch website?**

Log in to your account

Go to the purchases tab

Go to your bookings

Select the details tab on the class you wish to cancel

If it is a course, select the date within the course you wish to cancel

Select manage bookings

Cancel the session.

You will receive an email confirming your cancellation from this class.

## **How do I cancel a class on the GYMcatch app?**

Go to your profile

Select my bookings

Select the relevant date of the class or course

Select manage bookings

Select cancel booking

You will receive an email confirming your cancellation from this class

## **The class/course I want to attend is full. Is there a waiting list?**

We are able to operate a waiting list for face-face classes. If you wish to be added to a waiting list, please email Tracey [admin@lisahillpilates.co.uk](mailto:admin@lisahillpilates.co.uk) giving the following details.

Class or Course

Specific dates

Name (s) of person to be added to waiting list

Email address as listed within GYMcatch

We will add you to the waiting list and if a space becomes available you will be notified directly by email from GYMcatch.