

# Westport Weston Family YMCA

## 2018 Group Fitness FAQs

### Do I have to register early to take classes?

You need a ticket to enter these classes. You are not required to call ahead, but you must check in at the Front Desk and collect your ticket prior to entering class. We recommend that you arrive early to increase your odds of getting a ticket, and also so that you do not need to rush. You may arrive a few minutes before class and there may be spots available. That is a choice you are free to make, and this approach will work for some classes. However, once the tickets are all given out, no one else will be permitted to take the class.

### Are we going to use the same system that we used last year?

No. Last year's system needed an overhaul. It didn't work for members, it didn't work for staff – it didn't work for anybody! This year we're taking a different approach. We took the feedback from members in our annual member survey, spoke to dozens of frequent participants, sat with instructors that taught popular classes all in an attempt to make this system as easy as possible.

### Why are Westport Weston members given priority reservation for classes?

Group Fitness classes are free with your membership. They are a value-added program, and we believe that by giving priority to our members, we are reinforcing the value of your membership and that we value you choosing our YMCA.

### If classes are popular, why should members from another YMCA and guests be allowed at all?

The YMCA is an international movement and we share a common mission with YMCAs across the world, including our neighboring towns. We strive for inclusivity in our local community and within our YMCA community. We believe that by giving our members 50 minutes to register at the YMCA or call in, we are giving our members every opportunity to take advantage of these programs. If, after that period, there are available bikes, mats, or spaces, then we should offer those spaces to people who are interested and present rather than letting them go empty.

### What changes can we expect to see this year?

This year, we are cutting down the steps and the number of people involved. We expect that with fewer "moving parts" there will be fewer opportunities for error. Here are a few of the key differences:

1. Reservation for classes will open 1 hour prior to the start of class.
2. You can register in person or over the phone – online reservation will not be an option.
3. If you register in person, you will receive a laminated ticket at the Front Desk. This will give you access to the Studio you signed up for. If you register over the phone, your name will be added to the list and your ticket will be waiting for you at the Front Desk when you arrive to the YMCA no later than 10 minutes prior to the start of the class.
4. You will not be permitted into the studio without a ticket.
5. Members of our YMCA will be given priority reservation. Members from other YMCAs and guests of members can put their names on the list and get a ticket 10 minutes prior to the start of class.
6. There will no longer be a roster waiting at the studio. Instead, admittance to class will require the ticket you receive from the front desk when you register.
7. This system will be in effect for the following classes:

Sun-Sat      All 8:00am, 9:15am & 10:30am classes

- Reservations will be open for Sunday's 8:00am classes when the building opens at 7:30am.

- Evening classes may be added to this list as needed.

### **Why can't I register a week early like last year?**

One of the major flaws with last year's system was that our software does not automatically move someone into the class from the waitlist when someone cancels. This happened quite frequently, and caused significant problems, especially when it occurred the morning of the class.

### **Can I register on-line?**

Our program software is excellent for session-based programs, but it becomes problematic to manage with programs that require weekly reservation. We feel that by removing this aspect, there will be fewer technological glitches to overcome.

### **Who will handle my reservation?**

A Member Services staff person will be assigned to Group Fitness reservations. This person will handle all in-person and phone reservations and distribute all tickets. With one person managing the system from start to finish, we believe there will be fewer errors attributable to miscommunication. This person will be stationed at the Front Desk and will process all reservations, check-ins, and tickets.

### **Why do I need a ticket?**

Last year, people were given access to the studios if they were on the list. These lists were often inaccurate and left people very frustrated. Instead of relying on the accuracy of the computer generated list, you will receive a ticket upon registering (or when you check-in if you register by phone). When you arrive to your studio, simply hand the ticket to your instructor and enter class. This also makes it much easier for the instructors to know who should be in and better able to reserve your spot.

### **Can I reserve a spot for someone other than myself?**

You may reserve a spot for people in your membership unit (i.e.: a family member) but you may not reserve a spot for anyone who is not on your membership unit. However, you may not claim a ticket for anyone other than yourself.

### **There are some morning classes that never fill. Why do I need to register and check in for those?**

There are two parts to this answer. First, this reservation system is NOT mandatory. You do not need to call-in or check-in if you do not wish you. By taking advantage of this system, you will guarantee your spot in the class. You may prefer to show up and take a chance that the class is not full. That is a choice you are free to make, and this approach will work for some classes. However, once the tickets are all given out, no one else will be permitted to take the class.

The second part to this answer is that last year it was difficult for many people to determine which classes needed an RSVP and which classes did not. We are minimizing that confusion by setting up a reservation opportunity for all 8:00 am, 9:15am & 10:30am classes.

### **I will need to put my kids in Kids' Club. Will this system affect their time in that space?**

It should have no effect on your child's time in Kids' Club. We considered requiring people to register in-person, but felt that would be unfair to members with small children. Instead, we are allowing people to call-in to register. This way, an hour before class, you can call the YMCA, register for your class, take your time traveling to the YMCA, and check-in with the peace of mind that your ticket is waiting for you at the Front Desk.

### **Can I sign up for two classes on the same day?**

Yes. You will register for the first class within the hour prior to its start. When you check-in and collect your ticket, you will notify the YMCA staff person that you would like to register for a second class. They will put your name on the list, but will not give you a ticket yet. When your first class is over, simply come back to the Front Desk and collect your second ticket.

### **What happens if I call-in and don't arrive to class on time?**

If you register (either in-person or by phone), collect your ticket, and arrive to your studio on time, you are guaranteed a spot in the class. If you call-in and do not arrive to the studio at the start of class (8:00am, 9:15am or 10:30am as the schedule dictates) your spot may be given to someone who is waiting. We cannot guarantee your spot in class if you show up late.