Guide for Customers using the Gymcatch Website

When we add you to Gymcatch, you will receive an email from Gymcatch

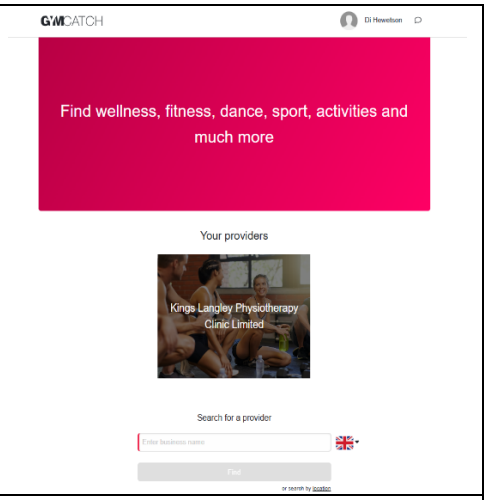
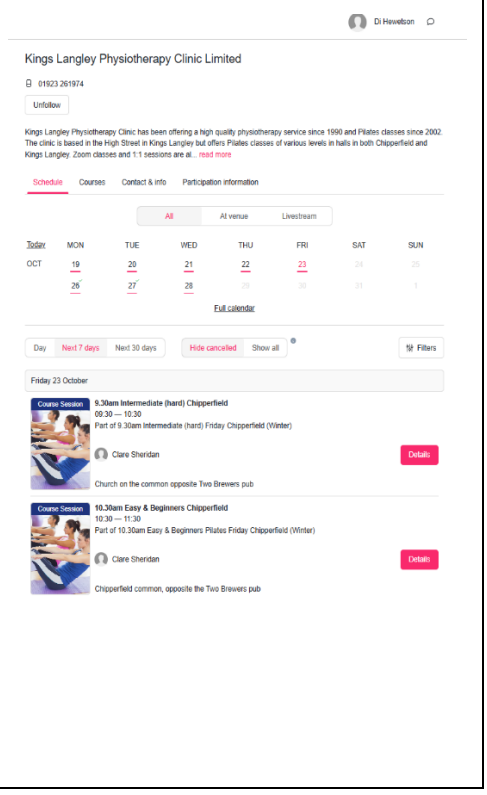
This email contains a link that you click on inviting you to “claim your account”.

Once you have “claimed your account” you can log in & view your classes, cancel a class, re book a catch up or check your credits at any time you like.

To get started :

Visit the Gymcatch website www.gymcatch.com

Select the “ For everyone to Book in-person classes”

Photo 1. Search for us as **your provider** Type in the box Kings Langley Physiotherapy Clinic But Note : check there is a union jack flag to the right hand side – there is a kings Langley clinic in Australia !!! If the Kings Langley Physiotherapy Clinic Ltd picture appears, you can click on this instead. Click on the picture	
Photo 2. This takes you to a **schedule screen** There is a Log in box in the top right corner – I have already clicked & entered my email & password. If you followed the link that Gymcatch sent to you in an email, then you will have gone past this stage & already created your own password. PLEASE try NOT to register yourself as a new User since this creates TWO accounts - we have already created one for you & sent the first link **To view your bookings :** They may be listed below the schedule (see photo) Or you see a green tick next to the date in the schedule which shows you have a class booked on that day. Or you can click on a date & see the list of classes that are running on that particular day. You can click on your name to get your profile page for information about yourself.	

Profile on the PC/website

Click **Purchases** on the top line and then :

My bookings – half way down lists the classes you are already booked into
Red headings are Zoom classes,
Blue headings are hall based

Packages : shows any refund/credits you might have

Courses ; shows the course that WE have booked you into – each class Gymcatch calls a session

Participation Information : your tel. number & an emergency contact tel number may be helpful if we need to contact you at short notice.

Payment information : NEVER add your card or payment details – money goes directly through the physio clinic bank. We can message you using Gymcatch with any Urgent information & you can message us BUT this is not checked daily so it is best to use the email pilates@klpc.co.uk if you need

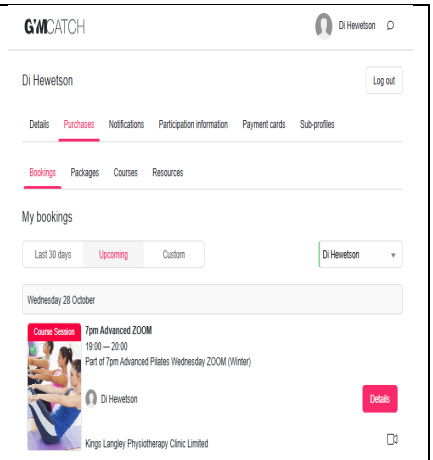


Photo 4
Package purchases

Shows "Bundles" : Auto-refunds gained from cancelling classes with more than 24 hours notice (as per cancellation policy)

Credits bought to book Extra classes (in addition to your regular course)

Note :
Live : are those still to be used – with a 3 month use by date

Expired : shows the refunds that have been used or expired.

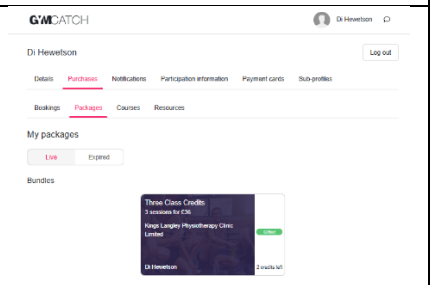


Photo 5.
To book a class : Step 1

Log in to Gymcatch & see the schedule page.

Select the day you would like to come – Click on it

A list of the classes running appears,

The schedule displays like a wall planner calendar.
Every Red underlined date shows classes are running on this day.
A green tick next to the date shows you are already booked into a class on this date.

Click on the class (or details) or scroll down the list to find the class you would like (note the level & time & address to check it suits you)

Red headings are Zoom classes – clicking on this will take you to the class & the embedded zoom link to join

Blue headings are Hall classes
Different halls are used on different days so please ALWAYS double check the address when swopping classes.

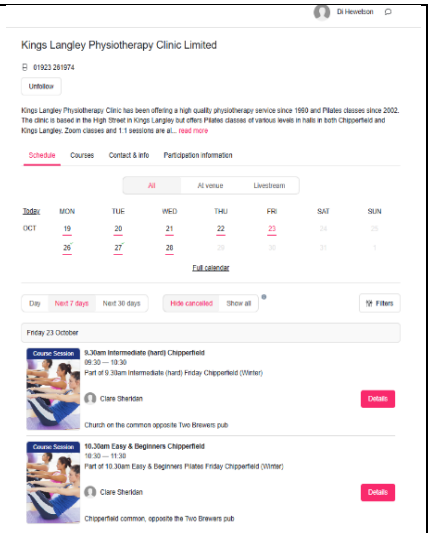


Photo 6.
Booking a class : Step 2

Once you have the class you want, click on Details

If there are spaces in the class, the word BOOK is in a Red Box, if its full OR you have no credits, it will be grey

You can click on the word BOOK

A pop up box will show you the cancellation / auto-refund policy – click Agree to continue to confirm your booking

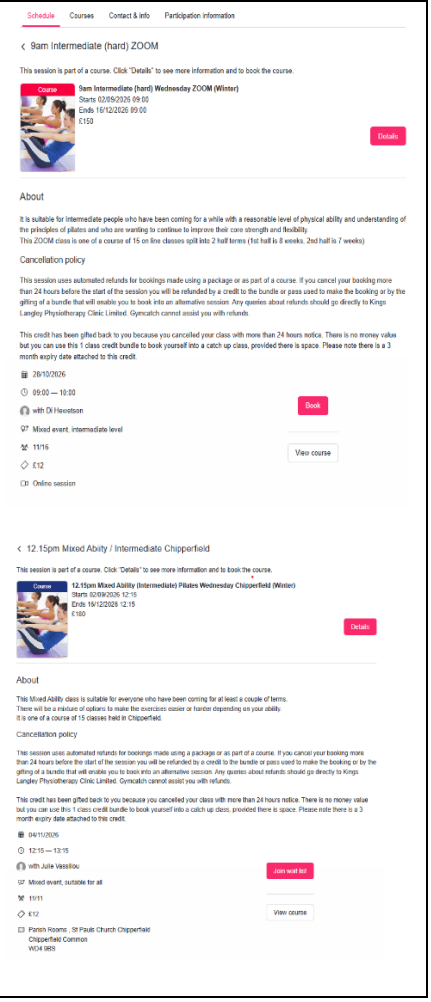
Booking a class : Waiting list

If the class is full a “Join Waiting List” option will be displayed.

Click on this & you will be added to the waiting list.

As soon as a space becomes available, Gymcatch notifies everyone on the waiting list at the same time.

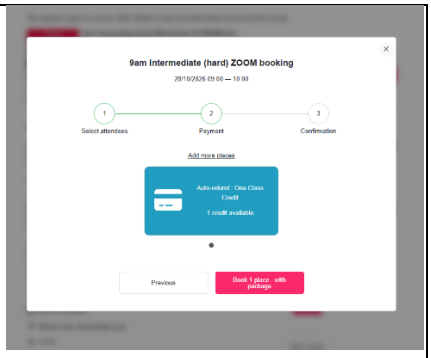
It’s a first come / first served basis so you will need to log in promptly & book into the space.



Booking a class : Step 3

Once clicked BOOK - a payment screen will show you options

- Use your auto-refund credit - click on this
- Book 1 place with your package or pay on the door



Confirmation appears on your screen

AND
Once you have booked your place, an email confirming is sent to you from Gymcatch.

There are NO further reminders about your booking but it should now appear in your list of "My Bookings"

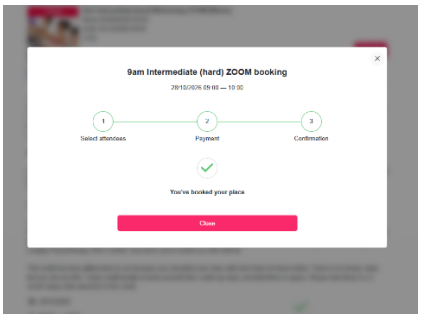
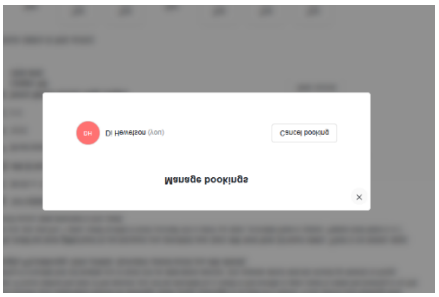
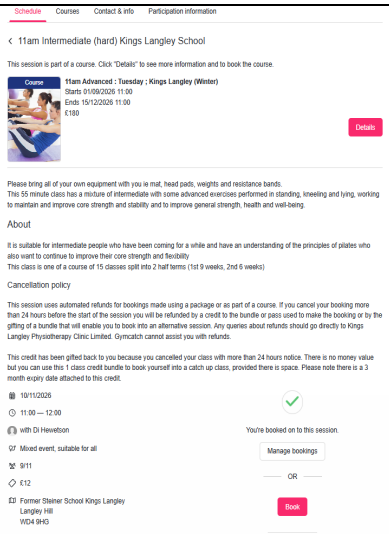


Photo
Cancel a Class :
If you are want to cancel your class
Find the exact class from your list of bookings or from the schedule
Click on it
At the bottom Right it says you are booked in
& then "Manage bookings£ using the Gymcatch App, find the class in "My Bookings" & click on it.

Using the "Manage Bookings", click on it & you should then have the option to "Cancel"





Other things to note :

Reminders : You receive an email confirming that you are booked onto a course (at the beginning of term) & if you or Admin cancel / swop or re book any classes.

There are NO further reminders about your classes.

Zoom classes do NOT always show up on the mobile app & you may need to use your laptop/pc if you want to book additional Zoom classes – contact Admin for further help.

Payment : ALL monies are ALWAYS made via the Kings Langley Physiotherapy Clinic Ltd (bank transfer, cheque or in person)…… NEVER add your card details to Gymcatch.

Additional Credits : can be purchased, contact Admin on pilates@klpc.co.uk or telephone 01923 261974 & Admin can "gift" you credits (cost £12 each) so that you can join Extra classes in addition to your regular course.

Gymcatch has the automatic waiting list system….. if the class is full, please join the waiting list, & if a space becomes available, you can login & book yourself in.

BUT this relies on you all cancelling your class in advance eg if you know you are away on holiday to allow someone else the opportunity of booking a catch up class.

Phone numbers : it may be helpful for us to have an emergency contact number for you in Gymcatch for us to use at short notice BUT your personal information (address, dob. Health etc) is stored digitally at Kings Langley Physiotherapy Clinic Ltd (KLPC).

Health forms : Must be completed prior to starting classes & they are always useful for Instructors to see prior to class so that they are aware of any specific health issues that might require modifications to the exercises.

If you haven't updated your health form, you will probably be asked to do so every couple of years (or sooner if a health scare has arisen). A form is available to download on the website.

Mailing. We do not sell or pass your details to anybody / company outside of KLPC. We email you personally to notify you of changes to your individual classes AND using mailchimp server to send larger notifications about the upcoming course / dates & payments or general information about equipment & other Pilates related information.

Contact us with any queries, at

Kings Langley Physiotherapy Clinic Ltd

2 Hempstead Road, Kings Langley WD4 8AD

Tel : 01923 261974 email pilates@klpc.co.uk