Gymcatch - Frequently Asked Questions

More detailed information about using the Gymcatch booking system will be added shortly to the Kings Langley Physiotherapy Clinic website www.klpc.co.uk

How do I cancel a class ?
Once logged in, you can view your list of classes.
Select from your list the exact class you want to cancel…….
Click on the “details” and then “cancel”.
As long as you cancel with 24 hours notice, the system will automatically gift you a credit refund.
You have 3 months to use this credit to book into an alternative class..

What if I cancel my class by mistake ?
Go back to the class details & book yourself back in.

What if I cant cancel my class on the system, so I don't have any refund/credits.
Under certain circumstances, Admin can add credit manually. Contact the administrator and explain the situation.

There are no classes at my level this week to book ?
Try looking for another date or consider a different level / class & the instructor can help you adjust the exercises (but please don’t select an Advanced class if you are new to Pilates).

How far in advance can I cancel?
Once you have been booked into (& paid for) the current term, all the classes will show in your account & therefore can be cancelled by yourself.

How do I book my catch up class ?
Once logged into your account, select the class date / day / time from the list on the schedule (looks like a wall planner symbol).
Click on the class you would like, note Blue tab heading is a hall / face to face class and Red tab headings indicate a Zoom class.
You may book into either of these but try & select the level of class that matches your own present class.
If the class has a space, there will be a “Book” button which you can click to book yourself in.

Why cant I book in ?
If the class is full, the “book” will be grey & Gymcatch wont let you book.
OR you might not have any credit - perhaps your credit/refund has expired
OR contact admin to help you.

How does the waiting list work ?
If the class is full, Gymcatch offers you the waiting list.
When someone in the class cancels & a space becomes available, Gymcatch notifies everyone on the waiting list & whoever gets there first can book the space. If no-one books it, then the space is available for anyone to use right up to the last minute before class starts.

How far in advance can I book a class?
Once everyone has been booked onto their course, spaces are available for anyone to book into but no more than 6 weeks ahead. This allows people who want to join at half term to be able to book in for the course.
You may need to use the waiting list if the class you want is unavailable.

Can I buy Credits to do extra classes in addition to my usual course ?
Yes, many people buy additional credits to use to try different classes or to do an "extra" class every now & again.
Contact Admin & they can "gift a package" of credits to your account. These can be found under the heading "packages" (bank transfer the amount to the usual Pilates payment account – Kings Langley Physiotherapy Clinic Ltd)
Please note : ALL Credits & class Refunds expire in 3 months
Credits / class refunds have no monetary value & can only be used to book extra catch up classes alongside your regular course of classes (& not to pay for a course of classes or Extra holiday classes)

Why can't I see Zoom classes on the Gymcatch app on my phone ?
Due to Apple and Google policies Gymcatch are unable to display zoom classes in the App. On Android you will not be able to see any zoom classes, including classes you are booked into. On Apple you will be able to see zoom classes you are booked into, but you won't be able to book zoom classes. You can access and book zoom classes through the Gymcatch website.

Will I get email confirmations and reminders for my classes?
No, when you book into a class, or Admin books you in, you will receive an email confirmation. If it's a zoom class it will contain the zoom link which is also embedded in the class details. You will not get a reminder email so you need to save the confirmation.

How do I cancel the rest of my course?
Please contact the administrator. You may receive a refund for any future classes that can be placed on the swap system so that someone else may take the place

I cant see my classes anywhere ?
Have you "claimed your account" ? You will have been sent an email from Gymcatch when Admin set up your account & classes. Click this link & it takes you through to Gymcatch to set up your own unique password & to "claim your account". Please do not re register yourself as this creates 2 accounts. If the link does not work it may have expired, contact Admin & they can send you a new one.
If you forget your password ?
Go to Gymcatch & click on 'forgot your password'. You will be sent an email with instructions to reset your password.
If you get error messages when logging into your account, Log out then log back in to see if it clears the error. Contact Admin if you are unable to resolve this yourself.

Admin contacts
Preferably by Email ; Pilates@klpc.co.uk
Telephone : 01923 261974 Kings Langley Physio Clinic.