Guide for Customers using the Gymcatch App - on mobile phones

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”.

You can download & access the Gymcatch app (pink square with a big GYM in the middle) via :

Apple iphone – use the Appstore & search for Gymcatch

Android phones – use Google Play

Or you can use the official Gymcatch website www.gymcatch.com

When you “claim your account” , you create your own new password that allows you to access your account & see all of your classes. (Please try NOT to register as a new user since this creates two accounts for you. You can change your password in Settings)

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

Photo 1. **Your Profile**

Once logged into the Gymcatch app,
You will see your “**Profile”** **(**bottom edge of photo)

Note the list below settings :

My bookings – lists the classes you are booked into
(See next photo 2)

Package purchases : shows any refund/credits you might have (photo 3)

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

Particpation 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

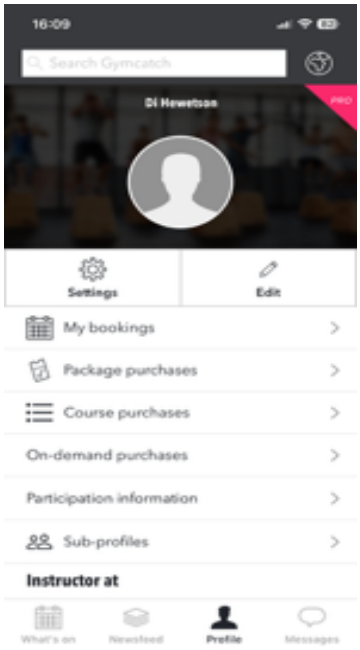


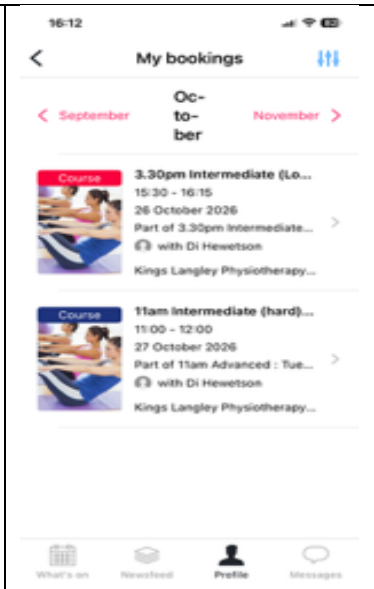
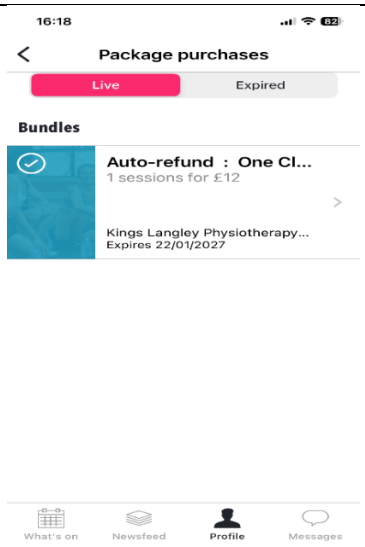
Photo 2. **My bookings** Here is the list of your upcoming classes You can move between months (at the top) Red headings are the Zoom classes – clicking on this will take you to the class & the embedded zoom link to join Blue headings are Hall classes Different halls are used on different days so please ALWAYS double check the address when swopping classes.	
Photo 3. **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) may be displayed here also. 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 4.
To book a class : Step 1

Log in to the Gymcatch App

Click “Whats on” - bottom left corner

The schedule displays like a wall planner calendar for todays date (in black).
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

A list of classes are displayed “ On Today “

If you want to book for a different day,
click on the date you would like & scroll through the classes on that date to find the time & level that suits you.

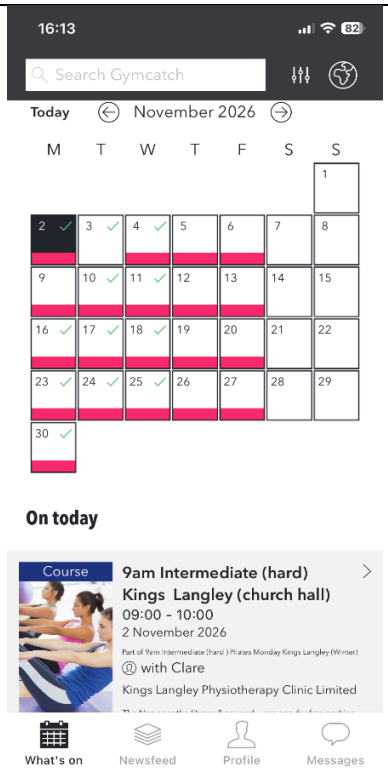


Photo 5.
Booking a class : Step 2

Once you have found the class you want, then click on it…….

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

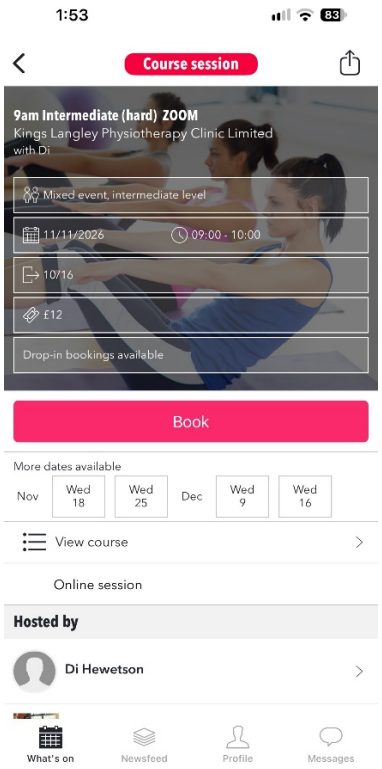
If the class is full a “Join Waiting List” option will be displayed.

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.

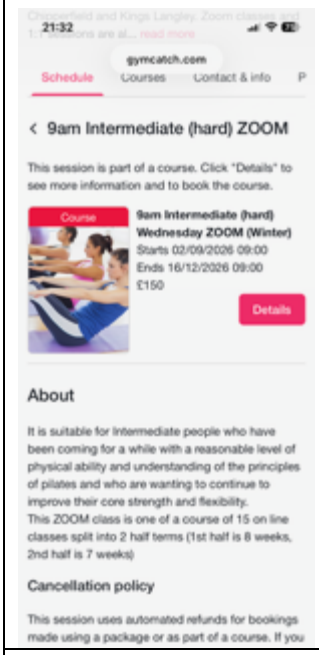
It’s a first come / first served basis so you will need to log in promptly & book into the space.

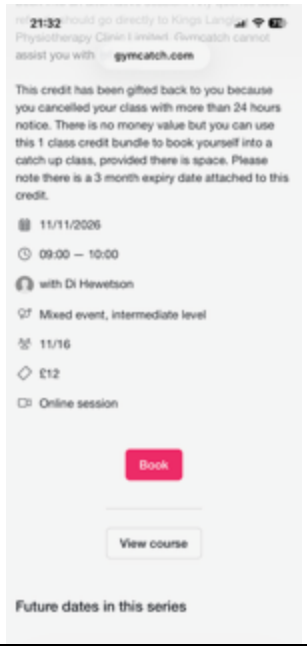
You can remove yourself from the waiting list using the “Manage Bookings” button

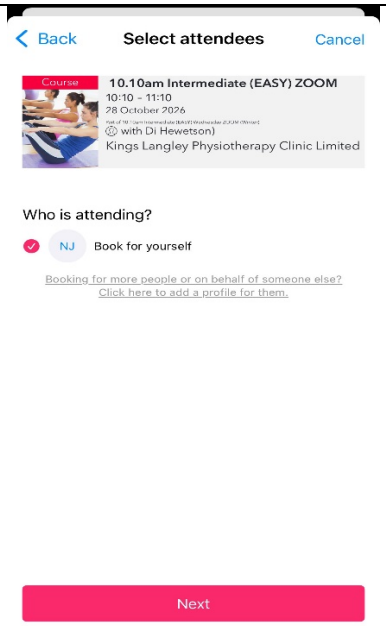


Booking

If you are selecting a class from the list & click on it, you see the 1st screen below. Clicking the red details button takes you to the full course, do not click this, instead scroll down the page (2nd screen) util you see the re BOOK button at the bottom of the page – click this to book just one class.







Booking a class

Once clicked BOOK you may be asked to book for yourself – click NEXT

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A payment screen will show you options

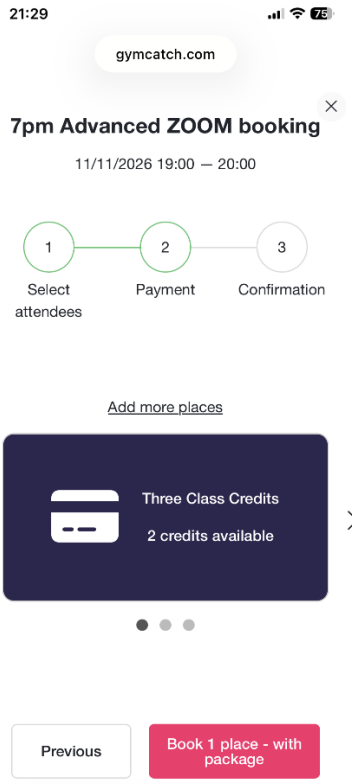
Confirms the class you have selected & how to pay using your Auto refund (turquoise colour) or a purchased Credits voucher (various colours)

Click the red “Book 1 place with package”

If this is grey, then you are unable to pay & so can not Book

Once you have booked your place, an email confirmation will be sent to you from Gymcatch.

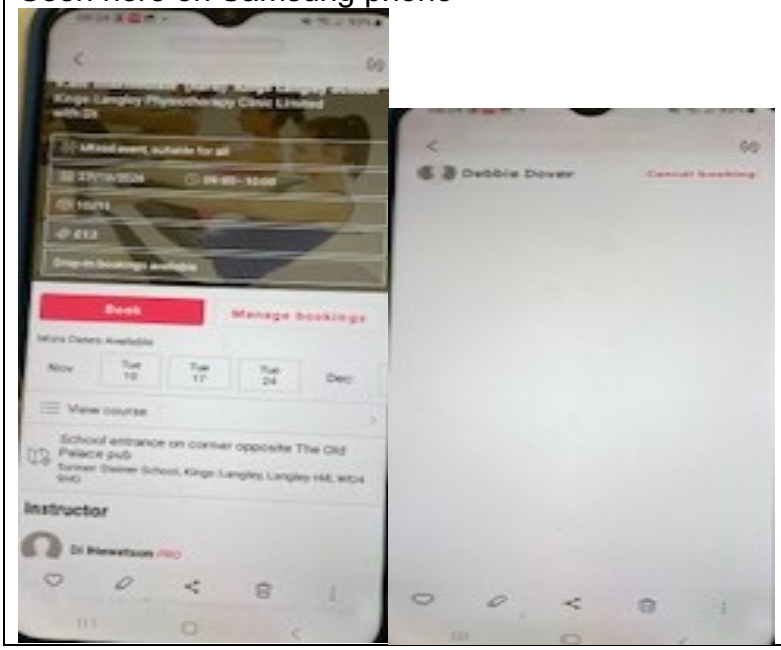
There are NO further reminders about your booking but it should now be displayed in your class list under “My Bookings”



Cancel a Class : If you are want to cancel your class 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”

Seen here on Samsung phone



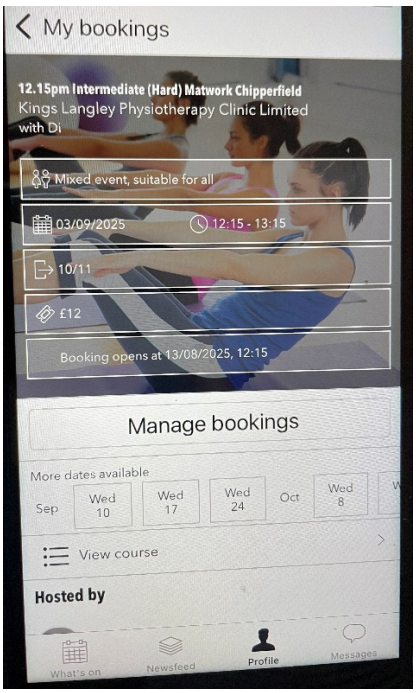


Photo from iphone

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, then you can book yourself in.

BUT this relies on you all cancelling your class in advance eg if you know you are away on holiday.

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).

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