



# Pilates FAQs



## Do I need to download a new app?

- No, simply go to the JCC's website and login to your account. Then go to the **Group Ex Schedule** to find the pilates classes.

## Where is the Group Ex Schedule on the website?

- Find the schedule on the main page, or go to "**Fitness**" to find it.

## I'm only seeing today's classes. Why?

- Scroll forward to the next week with the arrow at the top right of the schedule.

## Why is it asking me to create a new login?

- The registrations are managed by a different app (*that you do not need to download*). When you click to register for a class, you will automatically be taken to that app. You will have to create a new login, but if you stay logged in, you can register for multiple classes without having to re-enter your email and password.

## How do I see a list of the classes for which I've registered?

- On the top right of the **Group Ex Schedule**, there is a box that says "**My Reservations**". Click here for a list of all your classes. This is also where you would go to cancel a class.

## I see 3 spots available even though it says I can only join the waitlist. Why?

- There are 4 waitlist spots available for each class. If you see "3 spots available" and the blue box says "**sign up**" that means the class is NOT full. If the blue box says "**join waitlist**" then the class IS FULL and there are 3 spots available for the waitlist.

## What happens if I am on a waitlist and a spot becomes available?

- You will automatically be moved into the class. You will be notified by an email. Please keep in mind that if you cannot attend you will need to cancel in advance to avoid being charged for the class.

## What is the cancellation policy?

- Cancellations must be made at least 24 hours prior to the class to avoid charges. Please contact [lyn.addy@charlottejcc.org](mailto:lyn.addy@charlottejcc.org) asap if you are having trouble cancelling.

## How do I pay for classes?

- Any classes that you registered for between the 1<sup>st</sup> and the 15<sup>th</sup> of the month will be charged to your account on either the 16<sup>th</sup> or 17<sup>th</sup> of the month. Any classes that you registered for between the 16<sup>th</sup> and the end of the month will be charged to your account on either the 1<sup>st</sup> or the 2<sup>nd</sup> of the following month. You must have card on file. If you would like to use a different card than what is used for your monthly membership, just let us know! We can note that on your account.

## Who do I contact for other questions or concerns?

- Please contact Lyn Addy by email [lyn.addy@charlottejcc.org](mailto:lyn.addy@charlottejcc.org), or by calling **704-944-6881**.