

## **YMCA IN-PERSON CLASS RESERVATIONS FAQ**

### **What has changed?**

We're so glad to integrate in some in person classes and cannot wait to see you! We have deep cleaned each group exercise space including mirrors, touch points, equipment, mics, sound systems, etc. At this time, we are limiting classes to 8-10 participants to ensure proper social distancing. Your instructor will set up any needed for class. Please bring your own towel and mat. Make sure you sanitize your hands at the stations located in the lobby on your way into class AND as you are leaving.

### **How far in advance can I reserve a class?**

YMCA members can reserve class spots no earlier than 24 hours prior to a class.

### **Should I clean equipment before/after class? Are setup processes different?**

Your instructor will set up all equipment needed for class to ensure social distancing. The instructor will clean all equipment prior to class. After class, members are required to wipe down all equipment used, and leave the equipment in place. The instructor will then clean equipment again before putting it away.

### **How many classes can I reserve?**

You may only reserve class 24 hours prior, with a maximum of 2 classes per week (8 per month) at this time. We want to give as many members the opportunity to attend in-person classes as possible.

### **Can I reserve for a friend?**

No. You may only reserve a spot for yourself.

### **What if I reserve and cannot attend?**

Out of courtesy for your peers, if you reserve a class spot and cannot attend, please log back in and delete your reservation so that others can attend.

### **What if I reserve and I'm running late?**

Unfortunately, because we need to manage reduced class sizes for now, if you are not present at the start of class, your spot could be forfeited.

### **Do I need to show proof of reservation?**

Yes, when you reserve your class spot, make sure to opt for an email confirmation. Please show your instructor proof of reservation when you arrive to class. The instructor will also bring up a roster of the reserved participants for each class.

**I tried to reserve a class online and I got an error message saying it was full. What now?**

Class capacities are set in the reservation calendar. If you receive an error message that class is already full, you will be placed on a waiting list. If a spot opens, you will be contacted at the email address you provide.

**Because child watch is still closed, can I bring my children?**

We understand the need for child watch, however at this time, it is still closed. Please refrain from bringing children to classes (including seated in hallways, outside classes, etc.).

**The class I love is not listed on the reservation calendar. Is it no longer available?**

We are integrating SOME in-person classes but need to allow for adequate cleaning of all class areas. Therefore, some classes will need to be phased in. Bear with us. We fully intend on continuing a full group exercise class schedule as soon as it is safe to do so.

**I wasn't able to get into any classes. What are my options?**

- Make sure you check our website at <https://ymcachattanooga.org/y360-virtual-classes>. Here, you'll find short workouts from some of our own staff, links to full workouts from Matrix, Les Mills, and Y360.
- Click on the ZOOM link so that you can attend classes virtually.
- Finally, inside our YMCA Chattanooga App, we have added a new WORKOUT OF THE DAY tile with a new workout each day, complete with instructions and video tutorials. Keep trying to get into the in-person class you love, and be patient with us, as we try and return to normal operations in the safest way for our members and staff.

**What is the next phase in group exercise classes?**

We will continue to assess how best to bring in more classes and evaluate class sizes. Our goal is to do that as soon as it is safe to do so.