



GROUP EX

MINDBODY FAQ

May 2020 - PHASE 1

Q: How many classes can I ATTEND?

A: Members are allowed one class reservation per day to maximize the number of members who can attend classes on campus.

Q: Can the staff sign me up on the app for the class?

A: No. Houstonian staff can not make class reservations for members. Members must download the MindBody app and sign in under their name in order to make a class reservation. If you are having trouble with the app or need assistance, please notify the staff and we will be happy to walk you through the process.

Q: How many classes per day can I MAKE reservations for on MindBody?

A: Unlimited. Due to the limitations of the MindBody app, members can make reservations for more than one class per day. However, per The Houstonian, members are limited to ONE class per day. Management will actively monitor class rosters and hand cancel extra reservations for members who have more than one per day.

Q: What happens when I make more than one reservation per day on the MindBody app?

A: When a member exceeds their reservation limit of one class per day, management will cancel all but one reservation through MindBody.

Q: What do I do if I'm on the waitlist the day of the class? Do I come to the Club?

A: It is your choice whether to come to the Club and wait outside the Studio to see if a spot opens up or not. Keep in mind you still are on a waitlist and there are no guarantees that you'll get into class. Best bet is to wait in the hallway outside the Studio 10 minutes before the class start time and have a contingency plan of an alternative activity or workout.

Q: What happens if I am running late to get to a class?

A: Members with reservations who arrive to the Studio after the start of class may have lost their spot to a waitlisted member. It is recommended to arrive 10 minutes before the class start time.

Q: Can I walk into a class if I do not have a reservation?

A: No. In Phase 1, walk-ins or drop-ins are not allowed. Members must have a reservation made through the MindBody app or have a spot on the waitlist to be moved into a reserved spot.

Q: Can I get on the waitlist for more than one class?

A: Yes. Members are welcomed to be waitlisted on more than one class/day. Keep in mind members are only allowed to ATTEND one class a day. Example: You are waitlisted on three classes and got moved up into all three. You must choose one class to attend and cancel your reservations in the other two classes.

Q: Will there still be Facebook Live classes?

A: Yes. During Phase 1, there will be complimentary Group Exercise FB Live classes online and in-person classes on campus. Reservations through the MindBody app are required to attend on-campus classes.

Q: How far in advance do I have to be at the club to attend class?

A: It is recommended that members show up 30 minutes before class start time in order to go through the proper procedures to get into the Club. It is recommended that members be waiting outside the Studio of their class 10 minutes before the class start time. At the class start time, reservations expire and waitlisted members present may take open spots in the class.

Q: How many classes will be posted on MindBody?

A: In Phase 1, we will be having five classes a day for Group Exercise. Classes will be held in each one of our Studios A, B, C, and Cycle. The fifth class will be an extra class held in one of the studios.

Q: When can I make a reservation for a class?

A: Members can make reservations 24 hours before the class start time. Example: If you would like to attend Pure Cycle @ 12 p.m. on Tuesday, reservations are available at 12 p.m. on Monday.

Q: Why can't I see tomorrow's class on the schedule?

A: To avoid confusion, classes for the following day will be hidden from view on the app until they open for reservations, exactly 24-hours before the class of start time. You can view the full schedule anytime on the Houstonian app, member website, Club Facebook pages or grab a paper copy from the front desk.

Q: How do I get into a class from the waitlist?

A: Once a member cancels a class reservation, the first waitlisted member will be automatically moved up into the class and be notified by email. Members have the option to

confirm or cancel once they are moved up. Members are limited to ATTENDING one class/day.

Q: I can't find the Houstonian on the MindBody app?

A: On the MindBody app on your phone, complete the following steps:

Step 1: Go to the Search Bar on top of the Main Screen.

Step 2: Click on Mile Range and adjust it to around 30 miles.

Step 3: Type in "Houstonian." Click Search.

The Houstonian will be the first choice in the search.

Q: The MindBody app keeps asking for Houstonian Password?

A: There is no Houstonian Password for MindBody. Many of us already have the MindBody app on our phones and we have found that deleting the MindBody app and reinstalling it helps to avoid the request for a password glitch.

Q: I'm trying to book a class but the app says it needs more information or that my profile is not complete. What do I do?

A: This means that your MindBody profile is not complete. Confirm that all the basic information is provided and the electronic waiver is signed. If either of these are not completed, a reservation will not be able to be made.

Q: Why does it say call when I try to book a class?

A: A class will say CALL if it is more than 1 day away and not open for booking. You cannot call in a reservation for a class. Classes will be "unhidden" and available for booking exactly 24 hours prior to the start time of the class.

Q: Who do I contact if I have questions?

A: Contact Steven Elizondo the Group Exercise Manager at selizondo@houstonian.com.