



Frequently Asked Questions

Who can sign up for the *Group Fit Pass*? A *Group Fit Pass* can be purchased by anyone—Western students, staff, retirees, alumni, and community members. It does not matter if you are a member of the Wellness Center or not either.

How much is a *Group Fit Pass*? The cost depends on your status at the Wellness Center (Western student, Member, or Non-member) and which pass you want to purchase (Unlimited or 15-Class). See fee table; passes expire at the end of the term.

How do I purchase a *Group Fit Pass*? A *Group Fit Pass* can be purchased in person at the Member Services Desk. Payment can be made by cash, check, credit/debit card, or gift certificate. Payment by credit card can be made over the telephone.

What is the difference between the *Unlimited Group Fit Pass* and the *15-Class Group Fit Pass*? Holders of the *Unlimited Group Fit Pass* can take an unlimited number of classes during the session (15 weeks). Holders of the *15-Class Pass* can attend up to 15 classes during the session (15 weeks). It acts much like a punch card.

Which *Group Fit* classes on the schedule can I take? Individuals with a *Group Fit Pass* can participate in any of the classes on the schedule. To ensure participants receive one-on-one attention from the instructor and there is enough equipment for all, we ask participants reserve a spot for class beforehand. Once capacity has been reached, the class will be closed for reservations unless cancellations are made.

How do I reserve a spot for class? Reserving a spot is quick and easy. You can reserve your spot for class either on the Wellness Center's self-service website, on our MemberMe+ phone app, or by calling the Member Services Desk.

Do I need to check-in for class? You will need to scan your Western ID card or the keytag that the Wellness Center provides upon entry to the Wellness Center. You will automatically be checked into class, assuming you had a reservation. If you don't have a reservation, you can make a reservation with the Member Services Staff (assuming spots remain).

Where do classes take place? Most classes on the schedule will take place in the Fitness Room at the Wellness Center. If different, location will be noted on the schedule. Any classes held in the Res Hall will be open to residents only.

I have a monthly membership that expires next week. Can I purchase a *Group Fit Pass* and get the member price without renewing my membership? Your Wellness Center membership must cover the duration of the fitness class in order to qualify for member fees. If your Wellness Center membership expires during the fitness class session, you must either purchase additional monthly memberships to cover the duration of the class or pay non-member registration fees at time of registration.

What happens if an instructor is sick or if the college closes campus due to weather? The Wellness Center will make every effort to find a substitute. If a substitute cannot be found, all participants who have reserved a spot for that class will be notified by phone or email at least one hour prior to the start of class that it will be cancelled. If Western cancels academic classes due to inclement weather, the Wellness Center will cancel all scheduled programming, including group fitness classes.

What if only a couple of people are attending a class on a regular basis? If there are not sufficient reservations for a class, it will be taken off the schedule. All holders of the *Group Fit Pass* will be notified with advanced notice of schedule changes.

Where can I keep my personal belongings? To ensure a safe environment for everyone at the Wellness Center, we ask that all personal belongings are kept in the locker rooms. We also encourage all patrons to bring a lock and secure their valuables while using the facility.

Can I get refund if I don't use my *Group Fit Pass*? There will be no refunds issued for non-usage, but refunds will be approved for medical reasons or relocation.