

GUIDE FOR MEMBERS

Can't make your class?

1. Log in to Team Up either:
 - From our website: <https://www.physiofitstamford.co.uk/pilates.php>
Go to **Pilates >> BOOK CLASSES (via Team Up)**
 - Or use the direct link: <https://goteamup.com/p/10501407-physiofit-stamford>
 2. Click on **My Account** at the top of the page.
On a mobile: Tap the ≡ (3 horizontal lines) >> **My Account**
 3. Under **Upcoming Registrations**, select the date you can't attend >> Click the red button **LEAVE**
 4. A pop-up box will appear: "Are you sure you want to unregister from this session?"
 5. Click **Yes, Unregister**
→ This removes you from the class and adds a **catch-up credit** to your membership.
 6. **IMPORTANT:** You must give at least **2 hours' notice** to receive a credit.
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Want to book a catch-up class?

1. Catch-up classes can be booked **up to 3 weeks in advance**
 2. Log in via:
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 3. Click on **Schedule** at the top of the page.
On a mobile: Tap the ≡ (3 horizontal lines) >> **Schedule**
 4. Use **Filter >>** to search for specific classes that match your membership
(e.g. *Intermediate 1 Large Class* or *Post-Natal*)
 5. Check availability:
 - If a place is available, it will show e.g. **8/14**
 - If full, it will show **Full (14/14)**
 6. Click on the class then click **BOOK NOW**
→ A pop-up will confirm: "You're attending this class"
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What is catch up week?

After each Block (except the June/July and Summer Block) there is a Holiday week, where a similar timetable of classes are available to allow extra opportunities for credits to be used up. These will become visible on the Calendar 2 weeks before the end of the course, and available to book for those with the relevant membership.

You will receive an email once these are available and can book using the previous instructions.

Please note these classes are first come first served. Once the expiry date of a Membership Pack is reached any credits not used will be lost.

FAQs

I only see 'Purchase Required' instead of 'BOOK NOW'

- This is usually because the class is not available for your Membership Type e.g. if you have an Intermediate 1 Large membership you can only book onto classes that are the same level or easier level to your class e.g. Intermediate 1 or beginners.
- If none of the available classes work for you, email with us your regular class details and the one you wish to attend—we may be able to help.

All the classes I can make look full

- Click on the full class >> **JOIN WAITLIST**
→ A pop-up will confirm: *"Success – Joined waitlist"*
- You'll be emailed if a space becomes available (held for you for **2 hours**).
If you miss the window and no one else is waiting, the space will become bookable again.
- Only join the waiting list for classes included in your membership—otherwise you will get a message letting you know you are not able to book.

I don't want to receive emails every time I change a class

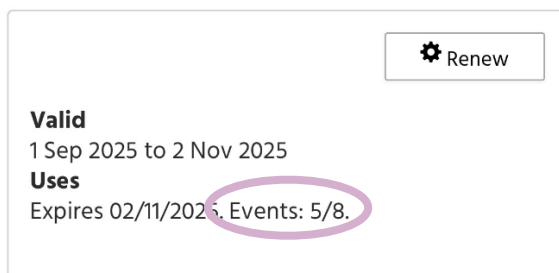
- You can manage your notifications:
Go to **My Account >> Notifications >>** Choose what to receive
On mobile: Tap the arrow beside **Upcoming Registrations** to access the **Notifications** menu



How do I check if I have any catch-up classes to use?

- Log in to Team Up via:
 - Website: **www.physiofitstamford.co.uk >> Pilates >> BOOK CLASSES (via Team Up)**
 - Or use the direct link: <https://goteamup.com/p/10501407-physiofit-stamford>
- On a computer:
 - Click on **My Account** at the top of the page
 - Click on **Memberships**
 - From the list choose your current Membership (this should be the top one) and click **DETAILS**
- On a mobile:
 - Tap the **≡ (3 horizontal lines) >> My Account**
 - Click on **My Account**
 - Click on **Upcoming Registrations** to see the drop-down list and choose **Memberships**
 - From the list choose your current Membership (this should be the top one) and click **DETAILS**

- You will see a box like this:



- The **Events** are the classes you have booked against the number in the pack. If it shows 8/8 you have all your sessions used or booked. If it shows for example 5/8 you have 3 catch-up classes to use.
- You can only carry over 1 class into the catch-up week so please take any others within the term.

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