Included Group Exercise Class Booking Info

1. Classes are visible to members 7 days in advance and are open for registration beginning at midnight.
2. When viewing the schedule:
- "Sign Up" - the class has open spots
- "Join Waitlist" - the roster is full, but you can be added to the waitlist in case someone unenrolls
- "Full" - the roster and the waitlist are both full
- "Closed" - changes can no longer be made to the roster (this appears when the class starts and remains)
3. Members can enroll in a class up to class time as long as there are spots available.
4. When a member unenrolls from a class, the first person on the "Waitlist" will be automatically be moved to the roster. They will receive a confirmation email letting them know they have been added.
5. The "Waitlist" is locked 15 minutes prior to the start of class. This means that no one can be added and no one can be moved to the roster from the waitlist during this window.
6. The instructor will verify the roster as members enter the class.
- Members on the roster will have first priority until the start of class.
- If there are spots available at the start of class, those present that are on the "Waitlist" will be allowed to enter next.
- If there are still spots available, walk-ins will be allowed to enter.
7. For the safety of our members and to enhance the overall class experience, members may not be allowed to enter a class 7 minutes after start time.

Need additional help?
Email:
wholehealth@walmart.com
Phone: 479-204-1000

Walton Family Whole Health & Fitness

Premium Group Exercise Class Booking Info

1. Classes are visible to members 7 days in advance and are open for registration beginning at midnight.
2. When viewing the schedule:
- "Sign Up" - the class has open spots
- "Join Waitlist" - the roster is full, but you can be added to the waitlist in case someone unenrolls
- "Full" - the roster and the waitlist are both full
- "Closed" - changes can no longer be made to the roster
3. Members can enroll in a class up to class time as long as there are spots available.
- Click "Sign Up"
- NOTE: if you are not enrolled in the "Premium" monthly offering, you will be charged a $5 drop-in fee.
- Click "Confirm and Pay"
4. When a member unenrolls from a class, the first person on the "Waitlist" will be sent an email confirmation be moved to the roster. They have 30-min to respond to the message. NOTE: if there is no response, the person is removed from the waitlist and labeled "Unconfirmed". The next person receives an email.
- If you do no respond within the 30-min window, but attempt to confirm after, you will receive a prompt that your "response has already been recorded". That is an "unconfirmed" response.
- If removed from the "Waitlist" due to non-response, they would have to re-register to be added back to the "Waitlist".
5. The "Waitlist" is locked 15 minutes prior to the start of class. This means that no one can be added and no one can be moved to the roster from the waitlist during this window.
6. The instructor will verify the roster as members enter the class.
- Members on the roster will have first priority until the start of class.
- If there are spots available at the start of class, those present that are on the "Waitlist" will be allowed to enter next.
- If there are still spots available, walk-ins will be allowed to enter.
7. For the safety of our members and to enhance the overall class experience, members may not be allowed to enter a class 7 minutes after start time.

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Cancelling A Group Exercise Class in the App

Included Classes:

1. Your scheduled classes will appear at the top of the screen.
2. Select the class you wish to cancel
3. Click "Edit"
4. Confirm who you are editing the reservation for and "unclick" that name
5. Confirm "Unregister"
6. Click "Done"

Premium Classes:

1. Your scheduled classes will appear at the top of the screen.
2. Select the class you wish to cancel
3. Click "Edit"
4. Confirm who you are editing the reservation for and "unclick" that name
5. Confirm "Unregister"
6. NOTE: if you are not enrolled in the "Premium" monthly subscription and were charged $5 drop-in fee, your account will be credited $5.

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