

GROUP EXERCISE CLASS RESERVATIONS

FAQ



1. Where can I register for Group Exercise Classes?

To register for group exercise classes, please visit <https://www.lasvegasyymca.org/group-exercise-reservations/> or scan the QR code below!



Scan here to access the Group Exercise Class reservation system!



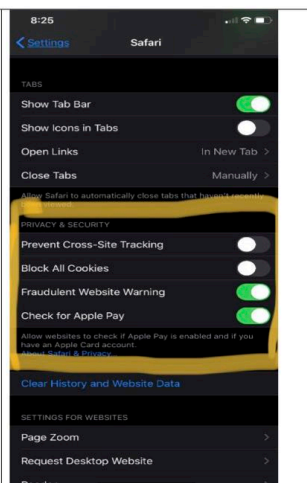
2. I'm having trouble registering for a class. It says something about "cookies."

To troubleshoot issues when attempting to reserve your spot in a group exercise class, cookies MUST be enabled, due to a recent security update to Safari and Chrome.

For Safari Users:

1. Go into Safari and click "Settings"
2. Scroll down to "Safari"
3. Under "Privacy and Security", make sure that "Prevent Cross-Site Tracking" is turned OFF
4. a. Turn OFF "Block All Cookies"
OR on a Macbook or PC
b. Allow the following link:

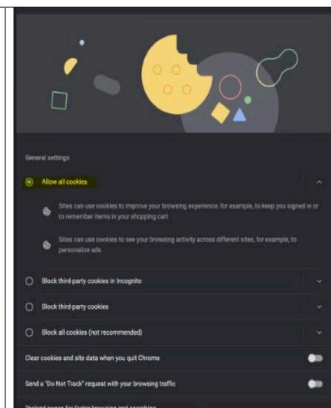
<https://www.groupexpro.com/gxp/reservations/>



For Chrome Users

1. Locate and navigate to the browser settings.
2. Under "Privacy and security", click "Cookies and other site data"
3. a. Click the icon next to "Allow all cookies"
OR
b. Scroll down and click "Add" next to "Sites that can always use cookies" and then add the following URL:

<https://www.groupexpro.com/gxp/reservations/>



3. Why is your capacity only 25% per class?

Due to the governor's Covid-19 restrictions, gyms, including fitness classes, have been reduced from 50% to 25%. Patrons must wear a mask at all times unless actively drinking. We apologize for the inconvenience this may cause, but we must abide by all state and local health guidelines in order to remain in operation and to keep our members safe.

4. Why did you change the group exercise reservation timeframe to 36 hours in advance instead of 24 hours in advance?

When class capacity was reduced from 50% to 25%, we heard your concerns regarding the challenges of the short class reservation window. The Y Health and Wellness staff updated the group exercise class reservation system to allow reservations 36 hours in advance over 24 hours in advance, so members who were actively participating in a class could make reservations for the following day while they were not in class. This will help to ensure that every member has an equal opportunity to join a class.

5. I won't be able to make my group exercise reservation. What should I do?

If you are unable to make a group exercise class that you have signed up for, please return to your email confirmation or the group exercise class schedule where you made your reservation and hit CANCEL. This allows other members to join the class, particularly if that class is full. We appreciate your cooperation!