



**To reserve your spot in a Group Ex Class, you will have to book that time on either the Mindbody app or website. Please follow these instructions on getting your account set up!**

**If you are using the app**

1. To download the app, go to the app store (iPhone) or Google Play (Android) and search for "Mindbody app". Note: use the fitness app and not the business app.
2. Once the app is downloaded, open it and select "continue with email".
3. On the next page enter your email address (it must be an active email account)
4. Click "next", enter a password, then click "next" again.
5. Enter your first name, last name, and country then click "let's go".
6. The next page will ask you to confirm your email. DO NOT hit "confirm later" as you will not be able to book classes until you verify your account.
7. Exit the app and pull up your email. There should be an email from Mindbody asking you to verify your email address. Open that email and click the "verify my email" link within. It should then automatically direct you to a page that says your account has been verified with Mind Body.

**If you are using the website**

1. On the Lauri Ann West Community Center website ([lauriannwestcc.org](http://lauriannwestcc.org)), click on the "Fitness" tab and select "Group Ex Classes"
2. Click on "Sign up in Mindbody"
3. On the next page, enter your email address in the "Create account" box
4. It will prompt you to enter all contact information.
5. If you wish to receive the text notifications, click the boxes next to "text" under the account information box to the right.
6. When you are done entering all your information, hit the blue "Create account" button at the bottom right.

**Wait!!! You're not done!**

**Once you have created your account, please reach out to the Welcome Desk ([customerservice@lauriannwestcc.org](mailto:customerservice@lauriannwestcc.org) or 412-828-8566) to be activated in the system so that you can register for our classes. You will need to provide your email address and cell phone number. Please note the email address has to be the same as the one you used to set up your Mindbody account, and the cell phone number is to receive waitlist text notifications. If you do not wish to receive text notifications let the Welcome Desk staff know you opt out of that preference.**



### **TO BOOK YOUR TIME SLOT IN CLASS:**

1. On the Mindbody app, search for Lauri Ann West Community Center. You can hit the heart icon to save it as a favorite so that our schedule automatically pops up on your home page.
2. If you are doing it through the website, select the “Group Ex” tab under “Fitness” and it will direct you to our schedule.
3. Select the day you would like to reserve your time slot. You can start reserving your slot 2 calendar days in advance. For example, Friday opens Tuesday night at midnight. If you try to reserve a spot earlier than 2 days in advance Mindbody will say “call” instead of “book”.
4. If the slot you want has open spots, it will say “book”. “Waitlist” means the time is already full but you can still place your name on the waitlist. If you make it in and are signed up for text notifications, Mindbody will send you a text letting you know that a spot has opened.
5. On the schedule next to the slot you want, select “book” and on the next page hit “next”. It will say “book” again. Mindbody will confirm your spot.

### **RESERVATION POLICIES**

- **No Show Policy:**
  - 1st No Show:
    - Warning (automatic email comes from Mind Body)
  - 2nd No Show:
    - Ability to sign up for Group Exercise classes is temporarily suspended for 1 week
  - 3rd No Show:
    - Suspended for 2 weeks (from reserving a spot)
  - Every no show after the 3rd is another 2 weeks of suspension from reserving a spot.
  - What constitutes a no show:
    - Not cancelling a booked time slot or class either through the Mind Body app or calling the Welcome Desk
    - Cancelling within 1 hour of the start time
- **Registration window:**
  - Members can only start signing up for classes or time slots 2 calendar days in advance