

F O R M A | G Y M

Smart Health Club App FAQs

Q: What do I need a reservation for?

A: You currently need a reservation for all activities in the club (Open Workout, Group Fitness classes, Pool, Personal Training, and Massage appointments.)

Q: How can I book my reservation?

A: You can book through the [Forma Gym app](#), the [Forma website](#), by phone, or in person at the Welcome Desk. Booking through the website is available under *Book Your Spot* > Choose your Club > Choose department. You will need to use the login provided by Smart Health Clubs to view available reservations, then book your desired spot.

Q: Why do I need a reservation if there's room at the club?

A: A reservation is needed so we can track capacity based on county mandates and maintain a safe workout environment for all our members.

Q: How far ahead can I book my spot?

A: You can book 72 hours in advance.

Q: How many spots can I book per day?

A: You can currently book 1 spot per day in each department (Open Workout, Pool, Group Fitness) to ensure that all members have a chance to use the club. We will open this up further once capacity restrictions are lifted by the county.

Q: How do I view my upcoming reservations?

A: Choose the barcode icon in the upper right corner and any upcoming reservations will be listed here.

Q: How do I book for my spouse / child?

A: Each member will need their own email address to create an app account and book their reservation. If you currently have a shared email on file, you will need to add another to book separate reservations.

Q: How do I sign up for paid classes (Pilates, Athlete Program)

A: There are a few steps for this, but it is a one-time setup.

- **Add a card on file** with your Membership Consultant or the Welcome Desk

- **Sync your Club Account** to the app (Settings > Sync > Toggle Club Account to right and enter your myclub login. If you do not have a myclub login, please Register [HERE](#) then proceed with sync.) This step is for security verification.
- **In the app, purchase a single session** (Club > Choose Department > Calendar > Choose session time > Book a Spot > Place Your Order) **or a package** (Club > Choose Department > Services).
- **Sign up for your class/session.**

Q: How does the waitlist work?

A: When a class is full, you will be given the option to “Waitlist Me.” If a spot opens up, members on the waitlist will be automatically notified via email. When you receive the notification, you must claim the spot in order to be added to the class.

Q: How do I know if a class has been canceled? Where will I receive a notification for a canceled class?

A: If a class *with no signups* is canceled, it will simply be removed from the calendar. If a class *with signups* is cancelled, members that have signed up with receive an email notification.

Q: Will I be able to enter a class if I am late to class?

A: We ask that you arrive 5 minutes prior to class to secure your spot and to set up any equipment if needed. Late arrival makes social distancing more difficult, and is disruptive to other members and the instructor. We understand that occasionally you may run a few minutes late. In order to avoid losing your reservation to someone on the waitlist, please call the front desk alerting them to reserve your spot.

Q: Is there a penalty for missing a class or late cancelling?

A: We ask that members cancel within 12 hours of the class to allow other members a chance to sign up. Paid classes not cancelled 12 hours prior to the start of class may be charged.

*If a member repeatedly no-shows, Forma reserves the right to prevent that member from making a reservation for 7 days.

Q: Will I get a notification if a class has a substitute?

A: No. However, the app calendar will show (*sub*) next to the substitute instructor’s name.