

FOCUSED FITNESS – FAQs:

- **What if I want to take more than the monthly / annual allotment of Focused Fitness classes?**
 - If you have used all of your monthly / annual passes, you may purchase additional passes at the member drop-in rate of \$20.
- **I would like to bring a friend to my Focused Fitness class. How do I enroll them for a trial?**
 - If your friend is currently a GLC Member, they can enroll in the class via the Courtesy Desk or MyWellness portal. They will be charged the Member drop-in Rate of \$20.
 - If your friend is not a member, they must contact our Courtesy Desk to reserve a spot in the class. They will be charged the Nonmember drop-In rate = \$30. Guest passes do NOT include admittance to Focused Fitness classes.
- **I have a 10 visit pass. How do I enroll in a Focused Fitness class?**
 - You may contact the Courtesy Desk to enroll. You will be charged the Focused Fitness drop-in rate = \$30.
 - The 10 visit punchcard pass does NOT include Focused Fitness class visits.
- **Will I receive a refund if I do not use all of my Focused Fitness visits before they expire?**
 - No.
- **Can I “roll over” unused Focused Fitness classes into the next month?**
 - No. Classes will expire 33 days after they are issued.
- **When will Focused Fitness classes be added to my account?**
 - Monthly Memberships: 10 Focused Fitness class passes will be added to your account on the 2nd of every month. It will occur as part of our billing process and coincides with your normal billing date. Unused classes will expire 33 days after being added to your account.
 - Annual Memberships: 120 Focused Fitness will be added to your account on the 2nd of your membership billing month. These passes will expire on your next billing date (one year later). If you add the Focused Fitness pass to your account in the middle of your billing cycle, you will receive a prorated number of passes. These pass will expire on your next billing date.
- **My GLC membership is paid annually, but I want to be billed monthly for the Focused Fitness pass. Is this possible?**
 - Currently, the Focused Fitness pass must be billed on the same cycle as your membership. We are unable to support multiple billing dates / cycles for each member.
- **I added the Focused Fitness pass to my membership and no longer wish to participate. What do I do?**
 - Contact our membership department to update your membership agreement. glcmembership@schosp.org
 - To be effective in the next billing cycle, all changes must be made by the 20th of the month.
- **Are senior discounts available for Focused Fitness pass?**
 - Senior discounts are only available on “drop in” classes.
- **I would like to participate in Masters Swim and Focused Fitness classes. Is there a discount if I participate in both?**

- If you add both the Masters Swim and Focused Fitness passes to your agreement, you will receive 10% off of each.
- There is no discount on drop ins for either program.

- ***How will people be informed that there are openings in the classes?***
 - For the most updated information, please check your *MyWellness* profile to see if a class spot opens up.
- ***I am not able to attend any of the current Focused Fitness classes. Will you be adding classes to the schedule? When?***
 - If we find that particular classes are filling AND have a waitlist, we will try and add more of this format. Please add yourself to the class waitlist.
 - The more Focused Fitness participants we have, the more classes we will add. Please keep in mind that class scheduling also depends upon instructor and facility availability.
 - As Covid restrictions and positivity rates improve, we will increase the capacity for certain formats.
- ***Why aren't unlimited Focused Fitness classes offered?***
 - The former Unlimited membership is currently not sustainable.
 - We feel that this new offering incentivizes reservations and cancelations.