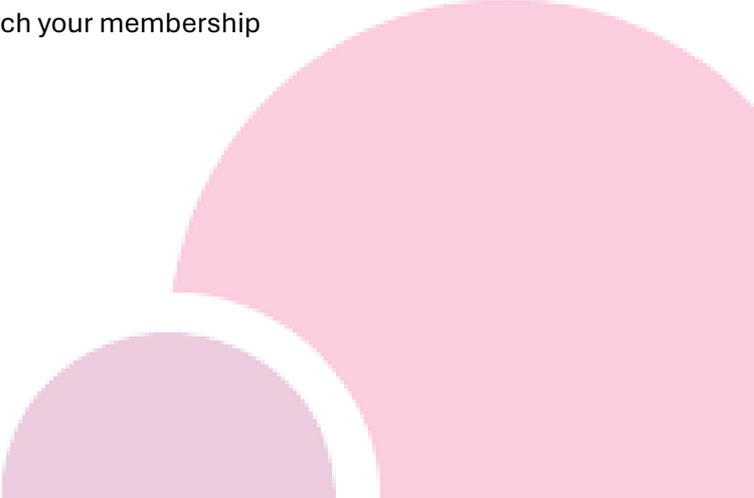


GUIDE FOR MEMBERS

Can't make your class?

1. Log in to Team Up either:
 - From our website: <https://www.physiofitleeds.co.uk/pilates.php>
Go to **Pilates >> BOOK CLASSES (via Team Up)**
 - Or use the direct link: <https://goteamup.com/p/10261103-physiofit-leeds/>
 2. Click on **My Account** at the top of the page.
On a mobile: Tap the ☰ (3 horizontal lines) >> **My Account**
 3. Under **Upcoming Registrations**, select the date you can't attend >> Click the red button **LEAVE**
 4. A pop-up box will appear: "Are you sure you want to unregister from this session?"
 5. Click **Yes, Unregister**
→ This removes you from the class and adds a **catch-up credit** to your membership.
 6. **IMPORTANT:** You must give at least **2 hours' notice** to receive a credit.
There is **no catch-up week** after the June–July course. Catch-up credits **cannot be carried over** to the Summer course so **must be used before 20th July**.
-

Want to book a catch-up class?

1. Catch-up classes can be booked **up to 2 weeks in advance**
 2. Log in via:
 - Website: www.physiofitleeds.co.uk >> **Pilates >> BOOK CLASSES (via Team Up)**
 - Or use the direct link: <https://goteamup.com/p/10261103-physiofit-leeds/>
 3. Click on **Schedule** at the top of the page.
On a mobile: Tap the ☰ (3 horizontal lines) >> **Schedule**
 4. Use **Filter >>** to search for specific classes that match your membership
(e.g. *Intermediate 1 Large Class* or *Ante-Natal*)
 5. Check availability:
 - If a place is available, it will show e.g. **8/12**
 - If full, it will show **Full (12/12)**
 6. Click **BOOK >> BOOK NOW**
→ A pop-up will confirm: "Booked Successfully"
- 

FAQs

I only see 'CONTACT US' instead of 'BOOK'

- This is usually because the class is not available for your Membership Type e.g if you have an Intermediate 1 Large membership you can only book onto Intermediate 1 Large classes.
 - If none of the available classes work for you, email with us your regular class details and the one you wish to attend—we may be able to help.
-

All the classes I can make look full

- Click on the full class >> **JOIN WAITLIST**
→ A pop-up will confirm: "*Success – Joined waitlist*"
 - You'll be emailed if a space becomes available (held for you for **2 hours**).
If you miss the window and no one else is waiting, the space will become bookable again.
 - Only join the waitlist for classes included in your membership—otherwise, your booking will not go through.
-

I don't want to receive emails every time I change a class

- You can manage your notifications:
Go to **My Account >> Notifications >>** Choose what to receive
On mobile: Tap the arrow beside **Upcoming Registrations** to access the **Notifications** menu
- 