

# Virtual Fitness Class FAQ

## How do I register?

- Participants are required to register for all virtual fitness classes
  - Anyone not registered will not receive a link to attend the class
  - Participants must provide a valid email address when registering
- Registration will be open until 60 minutes prior to the start of the class.
- Participants who have an active membership can register online at <https://activity.stalbert.ca/COSA/public/category/browse/DROPFIT> or by calling 780-418-6088 up to seven days in advance.
- Participants who do not have an active membership or have the 10 punch passes must register by calling guest services 780-418-6088 or register online through [stalbert.ca/rec](https://stalbert.ca/rec)

## How do I access the classes?

- You'll need a free Zoom account first. If you don't have one, you can get your account at [www.zoom.us/signup](https://www.zoom.us/signup)
- Once you have registered, you'll get a Zoom link 60 minutes before the class starts. Use that link to open the virtual class. Classes will open up 15 minutes before the start time for you to connect, check audio and be ready for the start time.

## What if I don't receive a Zoom link?

- Check your spam folder and enable it to receive emails from Servus Place and the City of St. Albert.
- Please contact Guest Services 780-418-6088 or the Fitness and Wellness Programmer 780-418-6052 if you are still having trouble getting the link.

## Who can I contact if I have issues with getting my class set up?

- You can contact Guest Services 780-418-6088

## Cancellations

- Participants must call 780-418-6088 to cancel their registration.
- Participants can cancel (remove their registration from a class) with no penalty if done by 4 p.m. the day before the scheduled class.
- Servus Credit Union Place may cancel classes. Refunds will automatically be put on the participant's account if this occurs.

## Will equipment be required for the classes?

- Equipment may be used but don't worry, our instructors will provide options for those who do not have equipment available.
- Any equipment requirements will be communicated in the confirmation email participants receive.

## Can anyone see me while I work out?

- No. You'll be able to see and hear the instructor, but the instructor cannot see or hear you. Please use the chat option if you wish to communicate with the instructor