

STAFFORD HILLS CLUB  
**GROUP FITNESS RESERVATIONS**

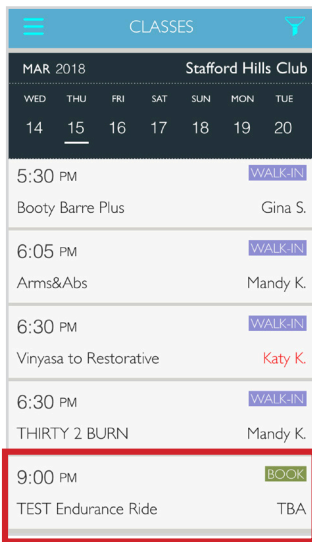
# RESERVATION RULES & GUIDELINES

- Reservations can be made starting at noon, two days prior to the scheduled class
- Registration will be completed by the member online or on the SHC App.
- Members can cancel up to 12 hours in advance without any penalty. Less than 12 hour notice may result in a \$5 late cancellation fee.
- Members who have made a reservation must be present no later than the class's scheduled start time.
- Members not present at the start of class will be considered a "No Show" and may be charged a \$5 fee.
- Reservations not claimed by the class start time will be released to anyone waiting to attend class on first come first serve basis.

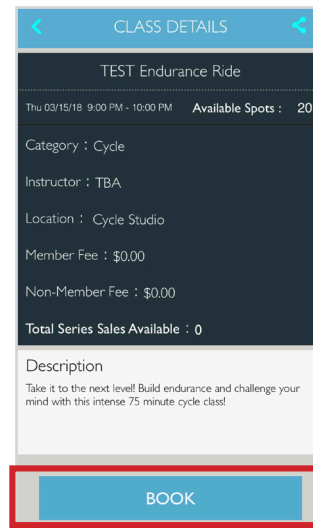
**DOWNLOAD THE APP TODAY!**  
**>> SEARCH "STAFFORD HILLS"**



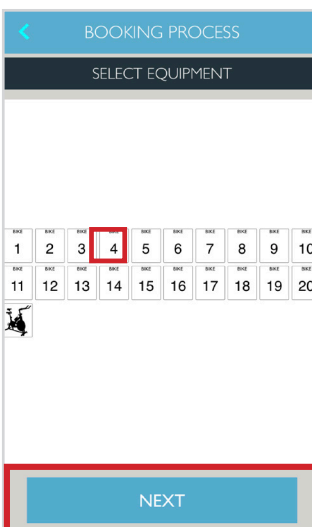
# HOW TO RESERVE YOUR SPOT



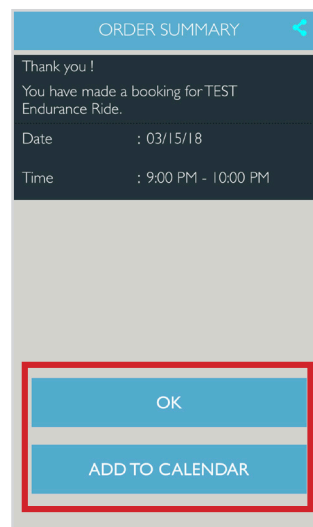
**1**  
**Choose your CLASS**



**2**  
**Tap BOOK**



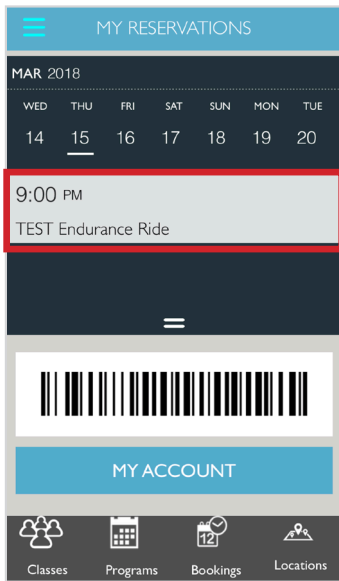
**3**  
**Select Bike & Tap NEXT**



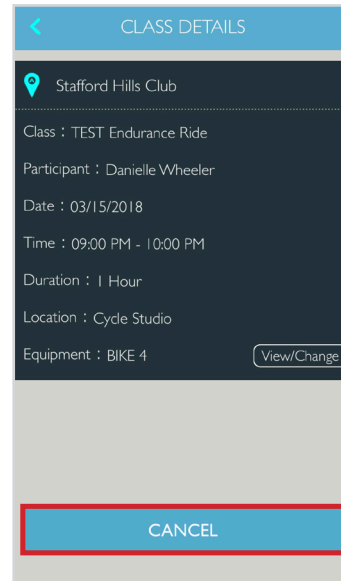
**4**  
**ALL DONE!**

# STAFFORD HILLS CLUB GROUP FITNESS RESERVATIONS

## HOW TO CANCEL YOUR RESERVATION



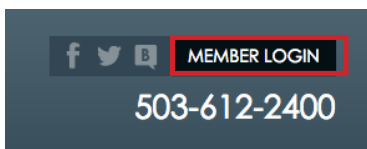
**1**  
Find your class in “my reservations”



**2**  
Tap CANCEL

\*If it is less than 12 hours before the class please contact the front desk to cancel your reservation. Less than 12 hour notice may result in a \$5 late cancellation fee.

## RESERVE YOUR SPOT ONLINE

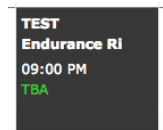


**1** VISIT [WWW.STAFFORDHILLS.COM](http://WWW.STAFFORDHILLS.COM)  
In the top right corner click “MEMBER LOGIN”

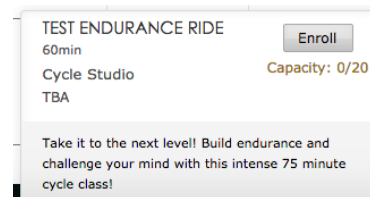
**2** LOGIN USING YOUR STAFFORD HILLS ONLINE CREDENTIALS.  
\*Your Stafford Hills Online/App credentials are different than your TENNIS BOOKINGS username & password.



**3**  
CLICK GROUP EXERCISE



**4**  
CHOOSE YOUR CLASS

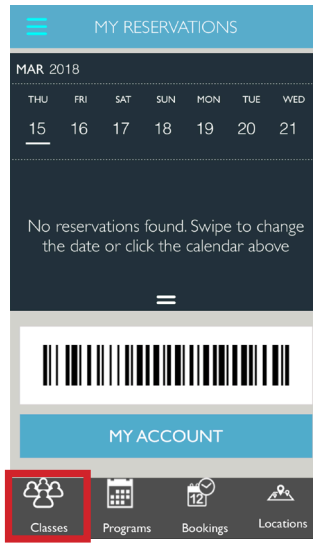


**5**  
FOLLOW STEPS TO ENROLL

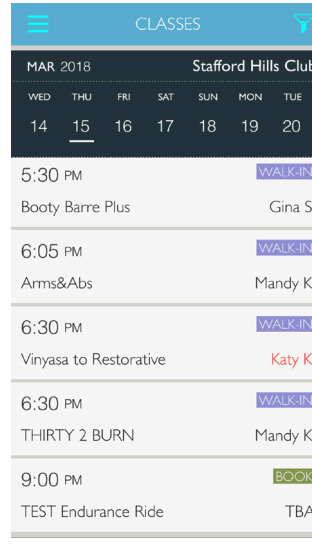
# STAFFORD HILLS CLUB APP INFORMATION & HELP

## APP INFO

### DOWNLOAD & LOGIN TO THE STAFFORD HILLS APP



See group ex schedule by tapping classes →



\*Classes that do not require a reservation

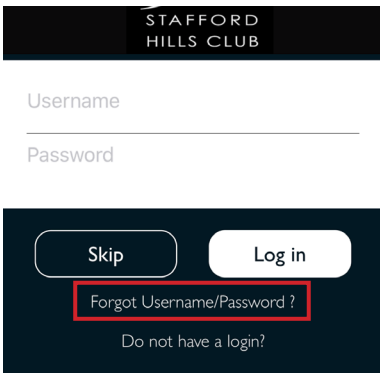
\*Subs instructor names in red

\*Classes with registrations

## ONLINE CREDENTIALS HELP

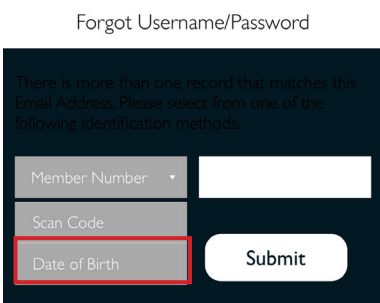
### FORGOT YOUR USERNAME AND/OR PASSWORD OR DO NOT HAVE ONLINE CREDENTIALS?

#### ON THE STAFFORD HILLS APP



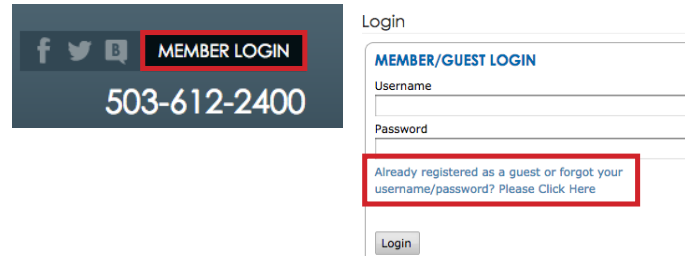
1. Click the "Forgot Username/Password" link
2. Enter in email associated with account, Click Submit

\*HINT: The "Do not have a login?" link requires you to enter in a member number. Do not use this method.



3. If there is more than one record that matches the email address you will be asked to verify your identification. (Choose Date of Birth), Click Submit.
4. Check email Inbox & Junk folder for an email with username & password.

#### ON THE STAFFORD HILLS WEBSITE



1. Click the "MEMBER LOGIN" page on our website
2. Click "Already registered as a guest or forgot your username/password?" link
3. Enter in email associated with account
4. Check email Inbox & Junk folder for an email with username & password.