



Group Exercise

Frequently Asked Questions

- 1. Do we need to pre-register for classes?**
 - a. Yes & No. We are limited in capacity sizes and reserving a spot will hold it for you.
- 2. How soon can I pre-register for the class?**
 - a. 7 days up until 30 minutes prior to class start time
- 3. I'm interested in a class, however I don't see the class available in the app or online for pre-registration?**
 - a. There are 2 reasons.
 - i. Registration may be closed if you are outside the registration timeline stated above.
 - ii. The schedule has changed due to COVID-19 and the class is no longer available for the day. All pre-registered individuals will be notified of any changes.
- 4. I signed up for a virtual class. How do I access the class?**
 - a. When you register the link to join is included in your email confirmation. You can also access the link in your profile at wellnessregistration.und.edu
- 5. Can I cancel my pre-registration?**
 - a. Yes, you can cancel your registration up until 30 minutes prior to class time through the website: wellnessregistration.und.edu and by going to your profile. Full instructions are online at UND.edu/groupexercise
- 6. If I didn't register for class, but I know that there are spaces available can I still show up?**
 - a. Yes, however all pre-registered individuals will be allowed to check in prior to you getting a spot.
- 7. Are ID's required to enter to enter the class?**
 - a. Yes, please have it handy as you check into class.
- 8. When am I allowed to check in to my class?**
 - a. Check In will open up to 20 minutes prior to the class start time
- 9. I've pre-registered for a class, but I am running late. Can I still get in to that class?**
 - a. Yes, although check in does close 5 minutes after class time has started and the door will close. After this, the instructor must begin the class for the participants that arrived on time. Your registration will be marked as a no-show.
- 10. How many classes can I pre-register for?**
 - a. There is no limit to how many classes you can attend, however if you don't show up to the class, you will be marked as a no-show. If you continually no-show any of our class you will be prohibited from registering for future classes.