

What classes require online booking?

Advanced registration is required for all fitness classes.

When can I book a class?

You can book all classes 24 hours in advance.

How do you book a class?

We recommend signing up with the phone app OR [online](#) using our website. If you don't use our phone app yet, be sure to download the RGPro Connect App for [iPhone](#) or [Android](#) to easily book and cancel your reservations on your mobile device.

Once you have completed your booking, please make sure that you receive a confirmation email. If you do not receive an email confirming your spot in the class, take steps to make sure your booking went through. This is easiest if you are using our phone app to make bookings. Just click on "Recent Bookings" to see if the class you just signed up for shows up. Otherwise, you can call the gym at 510-981-9900.

How do I check into a class?

You will check into the gym as you normally do (i.e. scan your membership card or phone app) and then you will receive your class number from the front desk. We start passing out class numbers no more than 30 minutes in advance. You will then give the instructor your class number as your ticket into class! **Please be aware that you must arrive at least FIVE minutes before the start of class to pick up your number.**

If you are late or forget to come by the front desk to secure your number, it may be given to someone waiting to take the class. If you do not show up you will be charged a \$5 No Show Fee.

Non-Members: This is a reservation, it does not guarantee your position in class. Please be aware that you must arrive at least **FIVE** minutes before the start of class to pick up your class number. If you are late or forget to come by the front desk to secure your number, it may be given to someone waiting to take the class. If you are late and your spot was given away please see the front desk for a refund or you are free to use the gym. If you are a No Show there will be no refund.

Does my day pass work?

Yes! Day passes include all fitness classes that day so long as you are signed up in advance.

What if I can't make it?

If you are unable to come to class, please be sure to notify us in advance to cancel your booking. You may call us at 510-981-9900 or email us at bi_staff@touchstoneclimbing.com to notify us.

Cancellations made with at least one-hour notice before the start of class, will not be charged the \$5 No Show Fee. Non-members may also call to cancel with at least one-hour notice to receive a refund on their day pass.

What is the no show fee?

The no show fee is \$5 and is for people who do not call, email, or use the app to cancel their spot in class.

Why is there a no-show fee?

Since our classes can fill up, we'd like to make sure that everyone who would like to take a class has the opportunity to do so. Canceling your spot helps to enable others to take the class. For this reason, we want to incentivize canceling ahead of time if you know you can't make it and keep people from simply "saving a spot in class" that they suspect they won't be able to make.

I'm running late, can you save my spot?

Unfortunately, we cannot save your spot. While we understand that unexpected surprises might slow you down, tardiness can be disruptive to the class and if there are people on the waitlist, then we will give away your spot. Instructors have requested that we do not give out numbers to late attendees. Thank you for understanding.

Is there an age requirement?

- Kids 16 and older may take classes and do not need to be supervised by a parent.
- Kids 13 to 15 may take classes, but must be accompanied by a parent.
- Kids 12 and younger must be approved by the instructor prior to booking a class and must be supervised by a parent in the class.

Can I book the same fitness class back-to-back?

In the spirit of fairness, we do not allow members to book back-to-back classes (e.g. TRX and Abs). You are welcome to check to see if space is available right at the start of the second class and if it is not full, you are welcome to take it a second time.

Can I use my guest pass?

Unfortunately, at this time, online reservations are reserved for members and paying guests only. If you'd like to use your guest pass, you are welcome to check for availability at the time of class.