

# Group Fitness Virtual Library

## Frequently Asked Questions July 2024

Edmonton

### **What is a Virtual Library?**

The Virtual Library is a collection of pre-recorded Group Fitness classes that City of Edmonton Benefits Plus (annual and continuous monthly) and Leisure Access Program (LAP) members can access at any time from anywhere.

### **Why are you offering a Virtual Library?**

The start of the COVID 19 pandemic prompted the City of Edmonton Recreation Centres to offer virtual and live streamed classes. Over the years, we have received feedback from members that they would like the flexibility of accessing recorded classes so they can workout at their convenience. Members can choose their favourite classes and instructors to keep them moving! We developed the library in response to these requests.

### **This Virtual Library sounds great, how do I get access?**

The City of Edmonton's Virtual Group Fitness Library is available to Benefits Plus (annual and continuous monthly) and LAP members. If you have one of these memberships, you are eligible to access the library. To request access, please complete this short form: click [HERE](#)

\*\*Please note you will need to have a google account to access the library.

### **I am a Benefit Plus/LAP member and I have not received the link. What can I do?**

Please email [coe.groupfitness@edmonton.ca](mailto:coe.groupfitness@edmonton.ca) and our staff will verify your membership and provide access. Please note this may take up to 2 business days.

### **I am a Benefit Plus/LAP member and I tried the link, but I still do not have access to the videos. What can I do?**

Virtual Library access will be updated monthly, so you may experience a delay in service if you are a new member. Please email [coe.groupfitness@edmonton.ca](mailto:coe.groupfitness@edmonton.ca) and our staff will verify your membership and provide access. Please note this may take up to 2 business days.

### **Will new classes be added to the Virtual Library?**

Yes! New classes will be added on a monthly basis.

### **I have a favorite Instructor who teaches for the City of Edmonton yet I do not see them on the platform. How do I request classes from them?**

Please email [coe.groupfitness@edmonton.ca](mailto:coe.groupfitness@edmonton.ca) with your request and we will try to add classes with your favorite Instructor. This will be subject to instructor availability and the class format they teach.

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**I tried a class and really enjoyed the format or Instructor. Where can I leave my feedback for more of the same?**

We strive to offer classes that our patrons enjoy the most! Site analytics are run to determine which classes are in demand. Not to worry, individual analytics cannot be processed. To provide additional feedback, please email us at [coe.groupfitness@edmonton.ca](mailto:coe.groupfitness@edmonton.ca)

**I have placed my membership on hold. Will I still be able to access the Virtual Library?**

No, access is unavailable if membership is on hold.

**I have a favourite video but it will be going away next month. Can I get a copy?**

The videos are the property of the City of Edmonton. Videos will not be available as a copy however if you are interested in seeing more of your favorite Instructor or a favorite format please email us at [coe.groupfitness@edmonton.ca](mailto:coe.groupfitness@edmonton.ca) with this request and we will try to accommodate.

**I really love Zumba, Strong Nation and Essentrics, however, I do not see any of these videos offered. Can you please add some of these?**

Due to copyright laws, we are not permitted to record and offer Zumba, Strong Nation and Essentrics classes at this time. To offset this, we will offer a couple of Essentrics classes livestream per week and add additional choreographed classes to the library (eg. Cardio Dance & Cardio Kickboxing).

**I am having technical difficulties accessing the videos. Who can I ask for help?**

Please email [coe.groupfitness@edmonton.ca](mailto:coe.groupfitness@edmonton.ca) and we will do our best to assist.