

# Mywellness at Herb House

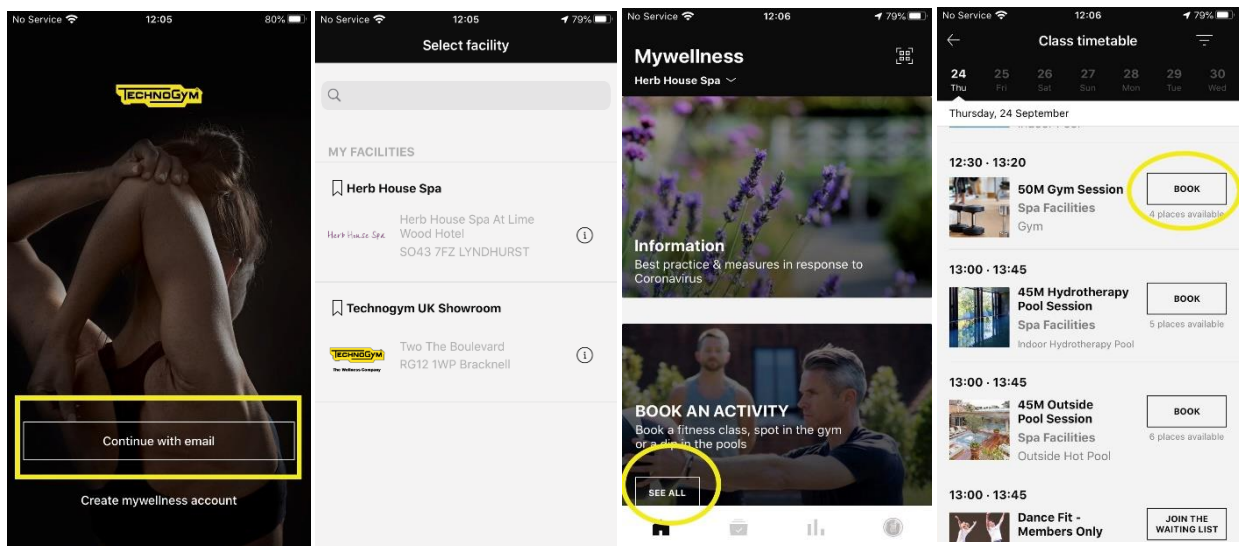
## A quick guide to our booking procedures

### Booking your classes & sessions

All fitness classes, pools and gym sessions at the Herb House must now be booked using Mywellness. You can book and cancel your sessions on your personal app, online or at Reception.

### Downloading & using the App

- You will shortly receive an invitation to join Mywellness. Please accept the invitation and follow the instructions to set up your profile.
- Download the Mywellness App and sign-in with your username and password.
- Select your facility as the Herb House Spa (you will either need to search for this or enter in the address which is Herb House Spa at Lime Wood Hotel Lyndhurst SO43 7FZ)
- Select 'BOOK AN ACTIVITY' – this will bring up a new window with a list of all the bookable sessions (gym, pools and classes) for each day.
- Select 'BOOK' on the session you'd like to book, and you will be booked on for that session.



- Sessions can be booked from 7 days before the session commences. For morning classes starting before 10am, classes are open for booking from between 6-8am 7 days before. All classes after 10am are open for bookings 3 hours and 7 days before. For example, to book Monday's Spin class at 7.05am, you will be able to book from

6.05am the previous Monday for the following week's class. For Monday's 2pm Spin class, you will be able to book from 11am the previous week.

- Filtering: this is highly recommended to save you having to scroll through sessions that might not be of interest to you. Click on the filter icon at the top right of the screen (the three lines) and this will allow you to create your own filter. Click on the 'plus' sign and select which sessions you want to include, name your filter and click save.

### *Waiting lists*

If a session is fully booked, you will have the option of going onto a waiting list. This is highly recommended as regardless of how many people are on the waiting list, as soon as a space becomes available, everyone who is on the waiting list will be notified and you will then have the option to book the slot on a first come first served basis on the app.

### *Notifications*

- When you set up your account, please tick to receive email and push notifications. This will ensure that your bookings will be confirmed to you. We strongly recommend you have notifications activated to ensure you are kept updated.
- It will also mean that you will receive notifications when spaces become available on classes for which you are on the waiting list.

If you have accepted notifications, you will receive an email notification and an app alert to confirm your booking, you will also receive an app alert 24 hours, 1 hour and 10 minutes before the class to remind you.

### *Privacy*

There is a privacy setting in Mywellness under Profile preferences if you'd like to appear as anonymous to other users on classes.

### *If you already have a Mywellness account*

If you have already used Mywellness before and already have an account, please download the app from the app store.

It will need you to log into your account with your username and password. If you have forgotten your password, please click forgotten password link and create a new password.

If you are unsure if you already have a Mywellness account, we can check this for you. Please see below for support contact information.

### *Booking over the phone*

If you do not have access to the app, please let us know, so we are aware. In this instance, we can take your session bookings over the phone. Please note that our reservations team

will only be able to take your reservation over the phone, once the session booking is active on the app.

Please do not call until the session booking is active for the class/pool/gym slot you wish to attend, as our team will have to ask you to call back later!

We'd recommend you always call our Membership team number on 02380 287184 rather than our reservations number for all session booking enquiries.

### *Cancelling your sessions*

You can cancel your space up to 1 hour before your session begins on the app. After this time, you will not be able to cancel on the app.

To cancel a session, just find your booked class/pool/gym slot and select CANCEL CLASS/POOL/GYM, you will receive an email notification to confirm your cancellation.

If you do not arrive for a session and have not cancelled via the app or at Reception, you will be alerted to the fact you have not turned up.

If you have booked and missed 2 sessions in 30 days, Mywellness will not allow you to book for 7 days and you will not be able to attend any session during this period of time or make any changes to your booked sessions on the app.

Within the 1-hour window prior to the class, you will not be able to cancel your session on the app, but always give us a call if you know you cannot attend and if we can offer your space to someone on the cancellation list, this will avoid you receiving a penalty.

### *What to do if your account is frozen*

If you have received 2 strikes within 30 days and your account is frozen, you will not be able to make any new bookings or change any existing bookings on your app for 7 days.

You will still be able to attend any sessions which you have previously booked prior to your account being frozen.

If you needed to make a change to an existing booking whilst your account is frozen, please call the membership line and we will assist you.

You are still welcome to attend sessions when your account is frozen if spaces remain but you will just not be able to book in advance to secure your space.

### *Members only Classes*

You will notice that on our fitness timetable, there are some members only classes. These classes are exclusive to members and cannot be booked in advance by hotel residents or spa days or guests of members.

If on the day, spaces remain at the last minute, our Duty Manager will be able to book non-members at their discretion and they will inform the class teacher accordingly.

## *Back to Back Sessions*

Within the fitness timetable, there are some back to back classes in order to try and accommodate as many members as possible to attend classes.

With this in mind, members are not allowed to book onto two of the same style of class in one day in advance.

If we have availability on the day at the last minute in the class, you will of course be welcome to attend. We will be monitoring this closely moving forward and will need to remove you from the second class if you are booked onto more than one class. This applies to use of the pools and gym spaces as well.

## *Booking in a Guest*

If you are bringing a guest into the spa on a guest pass for the day and would like to book them into the spa, please firstly contact our reservations team to check availability for the date in mind.

Once your guest is booked into the spa, if you would like to book them into a class or the gym with you, our reservations team can organise this for you on the day of your visit, subject to availability. We regret that at this time, we cannot book spaces in advance for you.

Spaces can be booked 7 days in advance for pools and this can be organised with our reservations team.

Please call our reservations team on 02380 286998/9 to book in your guest.

## *Top Tips*

Within the Mywellness app, it is possible to set a reminder to yourself to book your favourite class, by clicking on the bell next to the chosen class. You will then be sent a reminder as soon as bookings open for this class.

## *Support & help*

If you need any support with using the app, booking classes and using it to progress your training, please email [justin.pimm@herbhousespa.co.uk](mailto:justin.pimm@herbhousespa.co.uk).