

# Group Fitness Registration Transition FAQ

- 1. What is the benefit to Group Fitness class reservations with GroupEx PRO?**
  - a. Class reservations ensure that participants will have a place in class when they arrive and the classes are not overbooked. Reservations also help instructors to better plan for class and it's a great communication tool for emergency class updates. GroupEx PRO hosts our real-time class schedule and now it's just a quick click of a button, once you set up your account, to reserve your spot in your favorite classes as you check the schedule. Participants will also be able to easily cancel their own reservations. Reservations are only required for in-person Group Fitness classes. Register for Virtual Group Fitness at [www.ParkerRec.com/GroupFitness](http://www.ParkerRec.com/GroupFitness).
- 2. How do I set up my GroupEx PRO account?**
  - a. On the GroupEx PRO real-time class schedule, click 'Sign Up' next to a class. The first time, GroupEx PRO will ask you for your name, email address and a password. Now, you're all set!
- 3. When are reservations available for classes?**
  - a. You can reserve your spot starting at 10 a.m. six days prior, as capacity allows. For example, reservations for Monday classes will open that Tuesday before, at 10 a.m.
- 4. Can I pay for classes on GroupEx PRO if I do not have an active Parker Recreation membership or visit passes on my account?**
  - a. GroupEx PRO does not take payment for classes. The GroupEx PRO class reservation is ONLY a placeholder for the class to ensure your spot. All participants will still check in at the front desk and if you do not have a membership or visit passes, you will pay the daily admission upon check-in.
- 5. Do I still need my ACTIVENet account?**
  - a. Yes, the ACTIVENet account you currently have will allow you to register for and pay for any fee-based classes or programs offered by Parker Recreation and Parker Arts ([www.ParkerRec.com/Register](http://www.ParkerRec.com/Register)). For example, if you were registering for Virtual Group Fitness Access or a CPR class, you would still register and pay through ACTIVENet. ACTIVENet also maintains your Parker Recreation membership and visit passes, if applicable.
- 6. Will other programs have to register through GroupEx PRO?**
  - a. The GroupEx PRO class registration is only for the free-with-membership/daily admission Group Fitness classes.