



Workout Reservations Frequently Asked Questions

GENERAL

Q: I want to download 24GO on my mobile device. How do I do that?

A: To download 24GO, visit the **App Store** or **Google Play**. Enter '24GO' when searching for the app on the App Store. It's free.



Q: Where can I get help using the 24GO app?

A: Support can be accessed in the 24GO app at My Account > Settings > Support or contact 24GO Support at support@24GO.zendesk.com.

CLUB RESERVATIONS

Q: What hours will the clubs be open for reservations?

A: Most reopened 24 Hour Fitness clubs will be open from 5 a.m. to 9 p.m. daily. The first reservation slot will start promptly at 5 a.m.

Q: How long is each reservation?

A: Reservations are typically 90 minutes. You will be asked to exit the club at the end of your 90-minute slot.

Q: How do I make a workout reservation?

A: Download the 24GO app to your mobile device from the App Store or Google Play, then:

- Open the 24GO app and create an account using your check-in code (usually phone number) or member number and the date of birth listed on your 24 Hour Fitness membership
- Tap the "Reserve a Workout Time" button on the GO screen. NOTE: Workouts can only be made one calendar day in advance.
- Follow the prompts to select a club and book a time

We recommend that you turn on Location Services in your app settings for the best experience.

Q: What if I don't have a current version of the app?

A: This feature should work on iOS version 1.22 and later and the latest version of the Android app (1.23.4 or above). We strongly recommend that members install the latest version of the app to get the best performance. If we notice that members don't have a supported version of the app, we will prompt them to upgrade.

Q: What if I didn't register for 24GO using my club check-in code and DOB?

You can sync 24GO to your 24 Hour Fitness membership account by following these instructions:

- 1) Tap on the Dashboard icon (figure inside circle - top right of screen).



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- 2) Tap on the blue gear icon (next to the larger figure inside circle - top right of screen).
- 3) Scroll down, tap on "Sync to 24 Account".
- 4) Enter Date of Birth, Check-in Code or Member Number, then tap on Sync Account.

If you have any problems connecting 24GO to your 24 Hour Fitness account, please contact 24GO Support at support@24GO.zendesk.com.

Q: What if my date of birth and check-in code doesn't work (returns an error)?

A: Verify that your date of birth and check-in code are associated with an active 24 Hour Fitness membership. If you still receive an error, email 24GO Support at support@24go.zendesk.com. There is no need to uninstall/install 24GO. 24GO Support will resolve and respond back as promptly as they are able.

Q: Where can I see my upcoming reservation(s)?

A: Any club reservation(s) that are booked in 24GO will be displayed on your GO screen (app home screen). You will also receive a confirmation email with all the details of your reservation after you successfully book a reservation.

Q: How do I cancel a reservation?

A: Open the 24GO app. Your upcoming reservation will be displayed on the GO screen. From there, click "Manage" then tap "Cancel".

Q: Do reservations need to be cancelled by a particular time?

A: We ask that you cancel at least one hour before your scheduled time so that we can offer the space to another member.

Q: What happens if I am late for my reserved time slot?

A: Unless you cancel, we will hold your reservation for the entire reserved time slot. You can show up at any point, but it will end at the original end time (e.g., if the reservation is from 10:00 a.m. to 11:00 a.m. and you show up at 10:15 a.m., you will still have to leave the club at 11:00 a.m.).

Q: Can I hold more than one reservation at a time?

A: You can hold more than one reservation at a time, but you can only hold one reservation for any calendar day. Individual reservations must be booked separately in 24GO (i.e., you cannot book two reservations for separate days at the same time).

Q: How often can reservations be made?

A: You can reserve one slot per calendar day. Slots for the following day open up at 12:01 a.m. local time on the current day (e.g., on Monday at 12:01 a.m., slots for Tuesday will be available for reserving).

Q: If I schedule a personal training session, do I still have to make a reservation?



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A: No. If you have scheduled a personal training session, simply let the front desk know when you arrive for your session. We will hold a space for you.

Q: Can I reserve a spot in a studio class?

A: No. Even if you add a class to your 24GO calendar, it does not reserve a spot in the class. You should make a workout reservation for the date and time of the class, and show up promptly for your best chance of availability. Unfortunately, to support safe social distancing, we may have to limit the number of people we can include based on the space available.

Q: What clubs can I make reservations for?

A: Members can work out at any open club throughout 2020, regardless of your membership level. However, not all clubs accept reservations. See each club's web page or the 24GO app for details.

Q: Can I bring friends or guests to the club?

A: Yes. Friends or guests should set up their free 3-day pass at 24HourFitness.com/freepass before they come.

Q: Can I book a reservation for someone else?

A: No, all reservations must be booked individually by the requesting member in the 24GO app.

Q: Can a team member book a reservation for me?

A: Yes, if you are having trouble making a reservation through the app or simply prefer not to download 24GO, you can ask a team member to reserve a spot for you at the club.

Q: Can I walk into the club without a reservation?

A: A limited number of spots may be available for walk-ins, but there are no guarantees. We highly recommend reserving your workout in advance for safe and efficient entry.

Q: Where can I find these Workout Reservation FAQs in 24GO?

A: These FAQs can be found in My Account under Support. To access the FAQs:

1. Tap on the Dashboard icon (figure inside circle - top right of screen).
2. Tap on the blue gear icon (next to your picture or the larger figure inside circle).
3. Scroll down and tap on Support.
4. Tap on Workout Reservation FAQs.