



## MINDBODY FAQ

### **Q: When can I book a reservation?**

**A:** You can start making reservations up to 3-days in advance. The booking window opens up at 12:00 am local time. (Example: on Friday at 12:00 am, events for Monday will be available for booking).

### **Q: Can I call the PBAC staff to make a reservation?**

**A:** No. PBAC staff will not make reservations via telephone. Instead, members are to download the Mindbody app to make class/swim reservations. If you are having trouble with the app or need assistance, please notify the staff, and we will be happy to walk you through the process.

### **Q: How many class reservations can I make per day?**

**A:** Except for lap swim, you can reserve and attend as many classes as there is space available. *FYI: TRX & Aqua Aerobics requires a Deluxe membership or a \$5.00 drop-in fee.*

### **Q: How many lap swim reservations can I make per day?**

**A:** You can reserve **one** 30-minute time slot per calendar day, but you may request an additional 30-minutes upon check-in. *FYI: access to the lap pool requires a Deluxe membership or a \$5.00 drop-in fee.*

### **Q: What happens if I make more than one lap swim reservation per day on the Mindbody app?**

**A:** The Mindbody app will not restrict you from making multiple reservations per day. However, if you exceed the lap swim reservation limit, management will cancel all but the first lap swim reservation.

### **Q: Can I share my "Lap Swim" reservation?**

**A:** Sharing a lane is not required but strongly recommended for family & friends. Only one reservation is necessary if sharing a lane.

### **Q: Do you accept walk-ins?**

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

### **Q: How do I get into a class/swim from the waitlist?**

**A:** If a member cancels a class/swim reservation, the first waitlisted member will automatically move up into the class. You will be notified by text and/or Email. Upon receiving the text message, please confirm with a (Y) or cancel with an (N).

### **Q: What do I do if I'm on the waitlist the day of the class or lap swim? Do I come to the Club?**

**A:** No. You will receive a text and/or Email when moved into class from the waiting list. Upon receiving the text message, please confirm with a (Y) or cancel with a (N).

### **Q: Can I get on the waitlist for more than one event?**

**A:** Yes. You are welcome to be waitlisted on more than one event per day.

### **Q: Why does it say "Call" when I try to book?**

**A:** The app defaults to a "Call" button when:

1. You're outside of the 3-day booking window.
2. It's within 30-minutes before the start of class.
3. You already have a booked reservation during the same time period.

### **Q: What happens if I am running late to class/swim?**

**A:** Except for TRX, we will hold your reservation for the entire reserved time slot. TRX participants risk losing their reservation if not checked in 5-minutes before class.

### **Q: How do I cancel a booked reservation?**

**A:** Open the Mindbody app and tap "Profile". Find the class or lap swim reservation and tap "Cancel".

### **Q: What happens if I don't cancel my reservation?**

**A:** We respectfully ask that you cancel your reservation at least 1-hour in advance. Currently, members who fail to check-in for scheduled TRX or Lap Swim reservations will be subject to a \$5.00 no-show fee.

### **Q: Who do I contact if I have questions?**

**A:** Call (805) 773-3011 or Email [info@pbac.com](mailto:info@pbac.com).

MINDBODY  
SIGN-UP INSTRUCTIONS

**FOR SMARTPHONE / IPAD**

*Preferred Method: used by over 95% of PBAC members*

1. Download the free Mindbody app from the [App Store](#) or [Google Play](#).
2. Launch the MINDBODY app, and tap Continue with Email.
3. Create and enter a password, then tap Next.
4. Enter your first name, last name, country, and email preference, then tap Let's Go.
5. You're Almost Done! Check your email to confirm your account.
6. Click on the confirmation link within the email, and you're ready to use the app.
7. Log in to the app.
8. Search for Pismo Beach Athletic Club – expand your search (in miles) if needed.

*Having trouble finding PBAC?*

*Be sure the location settings are turned on for the app to use your location.*

9. Tap on Pismo Beach Athletic Club and then tap the heart in the top right corner so that you can more easily access reservations in the future.
10. To reserve a class, select the date, and you will see all lap pool and class options.
11. Tap the "BOOK" button to the right of the class. You can only book times as early as 72 hours in advance.
12. If you see the "CALL" button, you're either outside the 3-day booking window, within 30-minutes to the start of class/swim, or you're already booked during the same time period.  
*There is no need to call PBAC.*

MINDBODY  
SIGN-UP INSTRUCTIONS

**FOR DESKTOP / LAPTOP**

1. Visit <https://pbac.com>
2. Go to the [GROUP FITNESS](#) page.
3. Scroll down and click on the [MINDBODY](#) icon.



4. Create an Account.
5. Enter Email.
6. Click Next.
6. Enter Contact Information.
7. Click Create Account.

**HOW TO RESERVE A CLASS / LAP SWIM**

6. Click the "CLASSES" tab next to "MY INFO".
7. Click the "Sign Up Now" button.
8. Click "Register as Unpaid".
9. If class/event is full, you can click the "Add me to the Waitlist" button. You will be notified via Email and/or text if you get bumped into class.
10. We respectfully ask that all members cancel their reservation at least 1-hour in advance.
11. To cancel a reservation, click "My Info Tab", click "My Schedule", click "Cancel".
12. Questions regarding Mindbody?  
Call (805) 773-3011 or Email [info@pbac.com](mailto:info@pbac.com)