



PISMO BEACH ATHLETIC CLUB

RESERVATION - FAQ

Q: How do I start booking reservations?

A: Download the PBAC, Inc. app. Upon joining PBAC, the staff can set up your app account or you will receive an email to download the app on the second day of your membership. Non-members / guests of PBAC can download the app from the Apple Store or Google Play. In addition, you can make reservations through the PBAC website (<https://pbac.com/group/>).

Q: When can I make a reservation?

A: The booking window opens 3 days in advance at 7:00 pm local time. (Please see the booking window schedule on back).

Q: Can I call PBAC staff to sign me up for a class/swim?

A: PBAC staff will not make class reservations via telephone. Instead, members are to download the PBAC app to make class/swim reservations. In addition, you can book through the PBAC website (<https://pbac.com/group/>). If you are having trouble with the app or need assistance, please visit the club - we are more than happy to assist.

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

A: Except for the Aquatic Center & TRX, you can reserve and attend as many classes as there is space available. In addition, reservations for the Aquatic Center and TRX require a Deluxe membership.

Q: How many Aquatic & TRX reservations can I make per day?

A: You can make one Aquatic Center & one TRX reservation per calendar day, but you may request an additional reservation upon check-in. Deluxe memberships are required for Aquatic Center & TRX reservations.

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. Patrons must have a Deluxe membership to access the pool and share a lane.

Q: Can Fitness members make Aquatic or TRX reservations?

A: The app will not allow Fitness members to book reservations for the Aquatic Center or TRX classes. Fitness members can still lap swim or take a TRX class on a walk-in basis (if spots are available) by checking in at the front desk. The drop-in fee is \$5.00.

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

A: If a member cancels a class/swim reservation, everyone on the waitlist will be notified via a text push notification and your app will be alerted. The first waitlisted member to confirm and book will be granted the reservation.

Q: When is the waitlist cut-off time?

A: The waitlist cut-off is one hour prior to the start of class/swim. If you are still on the waitlist one hour prior to the start of class/swim, unfortunately, you did not make it in.

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

A: Except for Aqua Aerobics, Lap Swimming, and TRX, you may book and be on multiple class waitlists per calendar day.

Q: How do I check-in for my reservation?

A: Scan your membership key tag at the front desk no more than 3-hours prior to your confirmed reservation. Your Club scan will automatically sign you into class (no more iPad kiosk check-in). If you fail to scan your membership key tag, you will be registered as a no show.

Q: What happens if I am running late?

A: We understand that occasionally a member may be running late for their reservation. Rest assured, your reservation is guaranteed, and it will not be given away. Please avoid making this a habit since it is disruptive and creates a distraction for other members and the instructor.

Q: How do I cancel a reservation?

A: Launch the PBAC Inc. app and click the PROFILE button at the bottom of the screen. Click CANCEL BOOKINGS, scroll to the bottom of the screen, and click VIEW ALL BOOKINGS. Click the reservation you would like to cancel and click CANCEL BOOKING. **Please wait for 3-5 seconds until the cancellation has been confirmed. DO NOT back out of the cancellation screen until the cancellation has been confirmed.**

Q: What happens if I do not cancel my reservation?

A: We respectfully ask that you cancel your reservation at least 1-hour in advance. Members who fail to check-in for scheduled reservations may be subject to a \$5.00 no-show fee.

Q: Need more help?

A: <https://www.youtube.com/@PismoBeachAthleticClub>

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Booking Window Schedule

Monday at 7PM for **Thursday classes & lap swim**

Tuesday at 7PM for **Friday classes & lap swim**

Wednesday at 7PM for **Saturday classes & lap swim**

Thursday at 7PM for **Sunday classes & lap swim**

Friday at 7PM for **Monday classes & lap swim**

Saturday at 7PM for **Tuesday classes & lap swim**

Sunday at 7PM for **Wednesday classes & lap swim**