

SCHEDULING+ FOR THE FITNESS INDUSTRY

Fitness centres, gyms and sport venues need flexibility to handle many members. They need ways to book multiple people to the same events and manage the time of their personal trainers and instructors.

Key information about the business

Let's imagine your client is a fitness studio. They are a boutique gym located in the center of a city. They currently manage registrations through a contact form. This works, however, is not the most efficient way for this fitness studio to manage their classes, as it is quite manual. They are planning to grow their team soon.

Key information about the business:

- Number of instructors: 6
- Current booking methods: Each class is booked via a contact form on the website
- Booking management: After a form is submitted, the instructor then has to manually add this student to their class.

Let's set this fitness studio up with Scheduling+ to make accepting and managing bookings easier.

Which plans should you offer this gym?

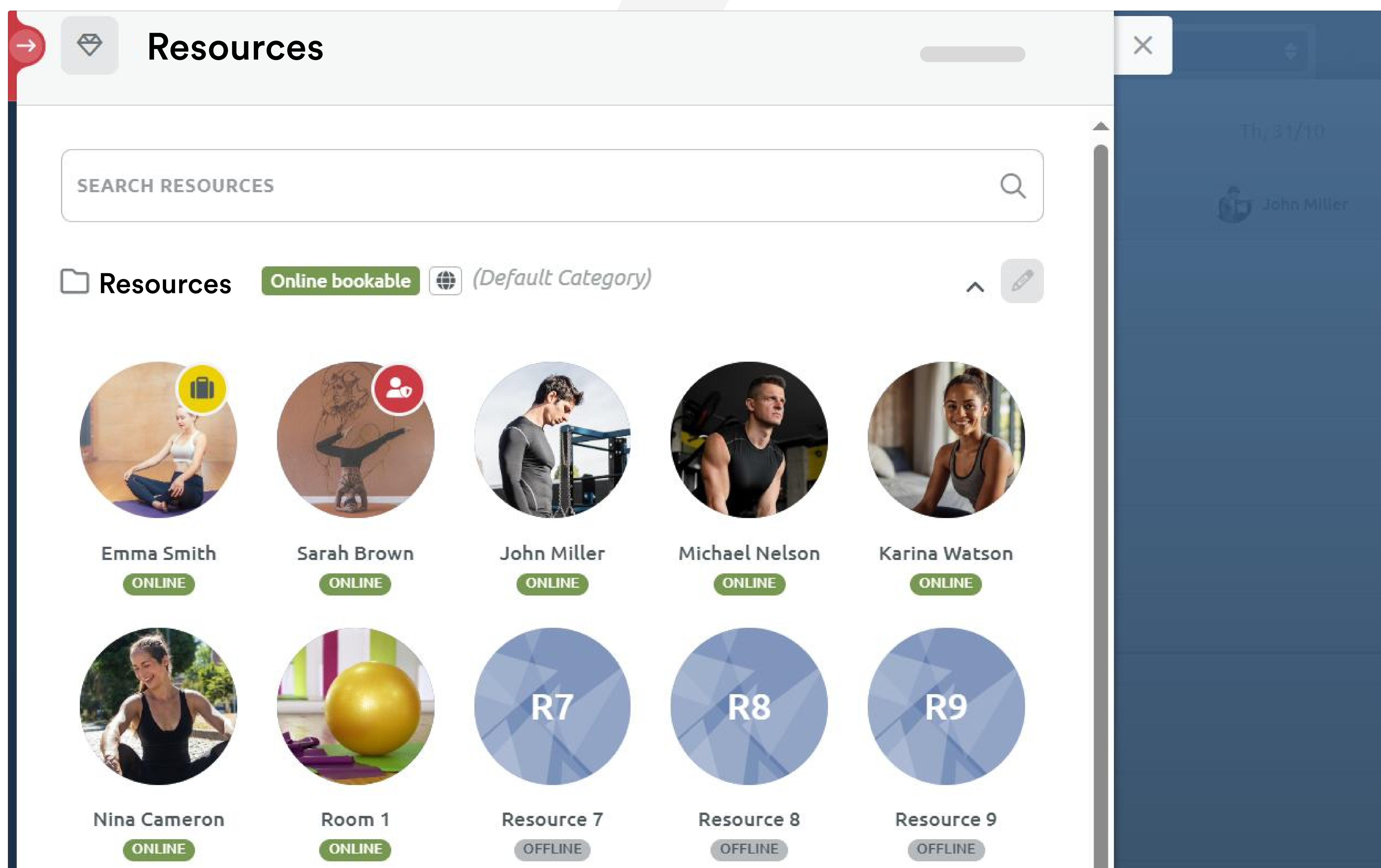
Premium – 10 resources would be the ideal option, as it allows for group bookings. It also makes it possible for the studio to rent out a fitness room during quiet periods. The room can then be registered as an extra resource.

After you have guided them through the subscription set-up as described in [our onboarding guide](#), the studio is now ready to start setting up their appointments.

SETTING UP RESOURCES

Who or what is needed for the appointment?

Resources are items or people needed for the appointment. In this case, each **fitness instructor** would be a **resource**.

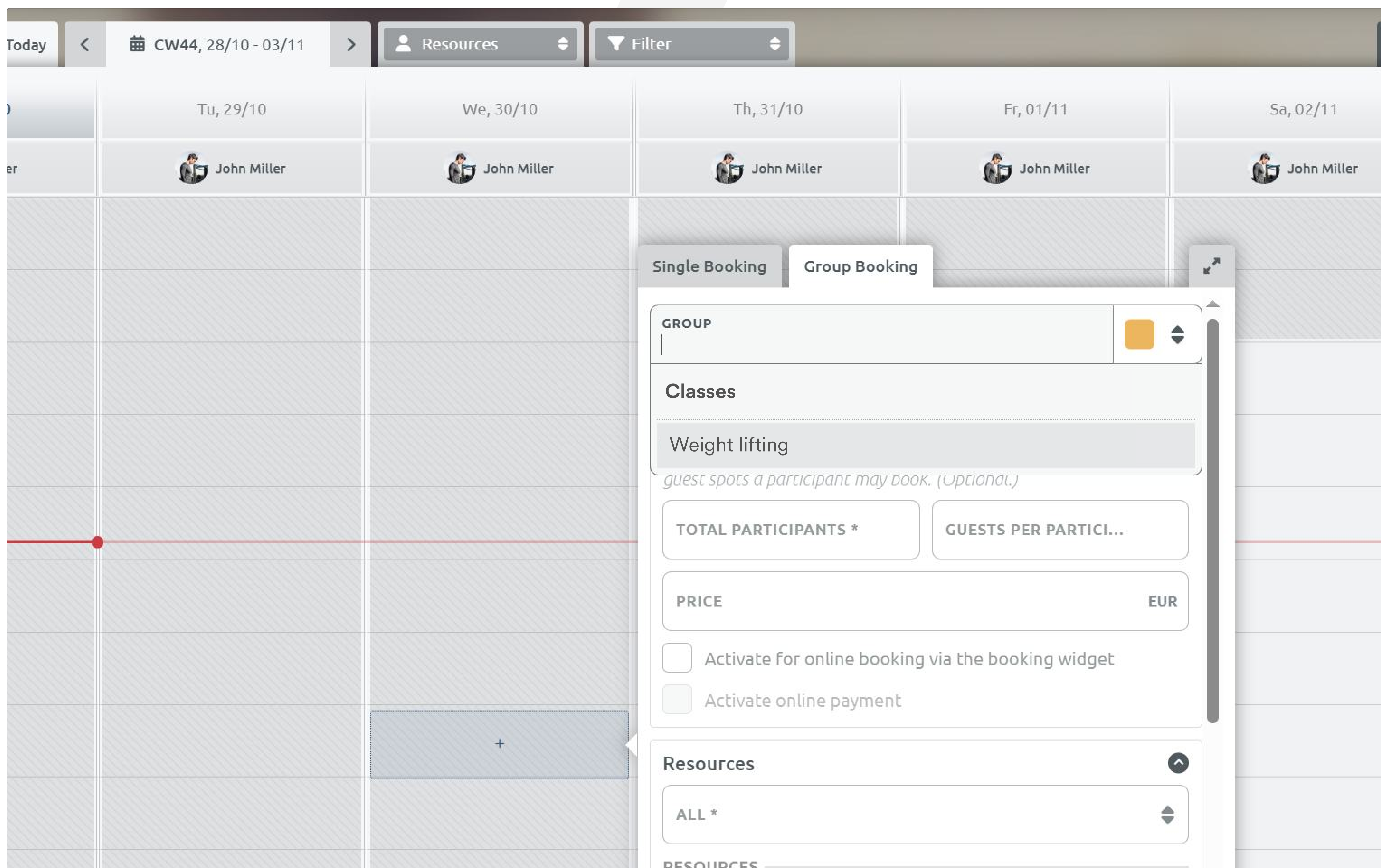


- Navigate to **Management > Resources** to set up each resource, their information and availability.
- You can also invite each instructor to become a user of the Timify App. That way, they can manage their own classes.
- The studio would also like to offer the option to rent one of their fitness rooms by the hour. To do this, they add **"Room 1"** as a separate bookable resource.
- **By setting the room's availability outside of class times**, you can ensure there are no overlaps. For instance, if the studio holds classes from 7am to 11am and 1pm to 8pm daily, the room could be available for booking from 11am to 1pm.

SETTING UP GROUP SERVICES

What classes can the students book?

A group service is an **event** at a **specific time**, which can be booked by **more than one person**. Group services only occur at the times you set (whereas regular services can be booked according to the resource's availability). A **group service** could be a **yoga class** or a **weight lifting class**.

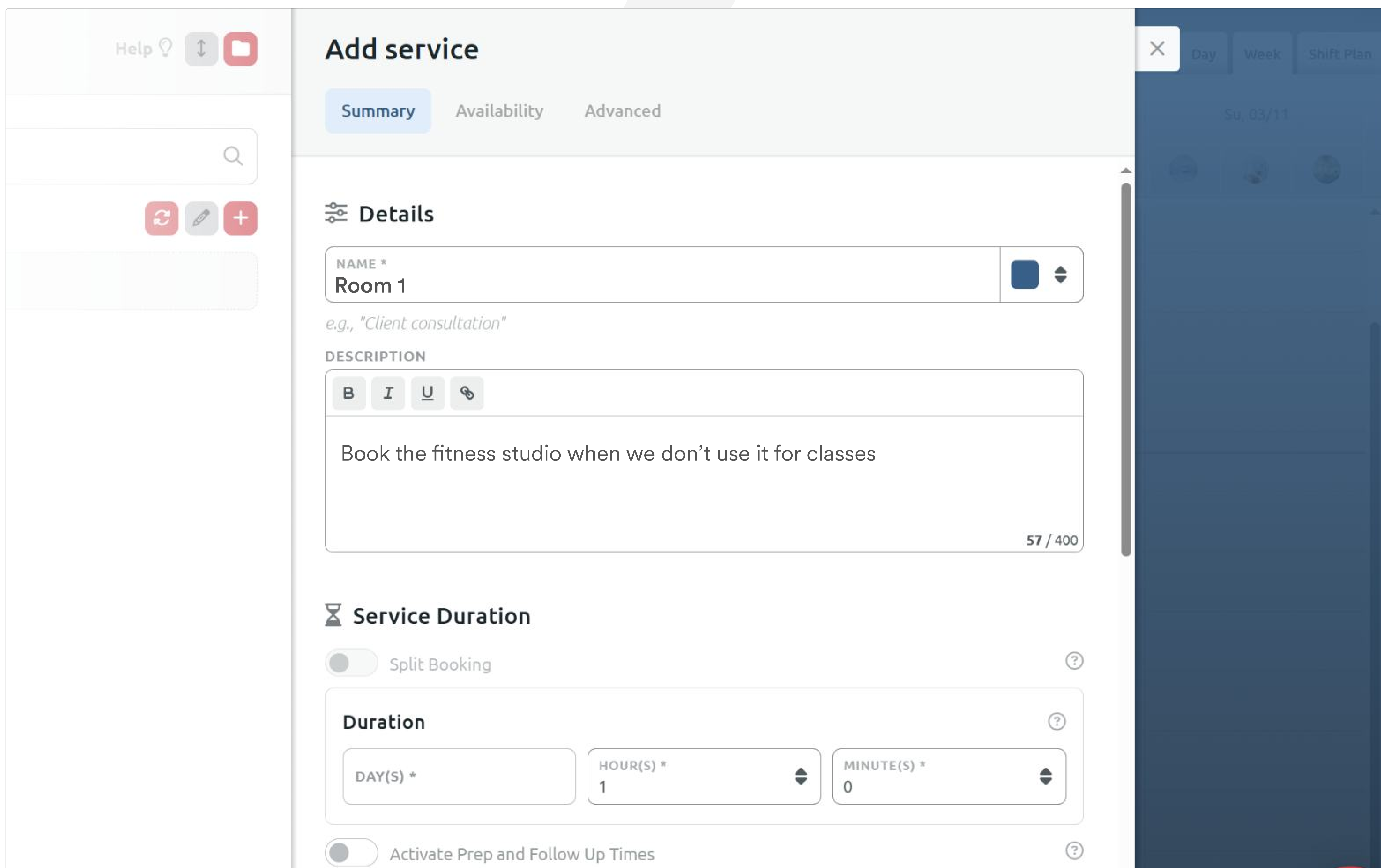


- Navigate to **Management > Group services**.
 - Click the **+ icon** to add a new group service, for example a weight lifting class.
 - **Define the number of participants.** In this case, the studio has a maximum capacity of 10 students.
 - Choose which resources should be available for each service.
- Click save and close out of the open menus, so you end on the **Calendar** of the Timify App.
- **Select the time** on your calendar when you'd like the group event to occur.
 - Under the **Group Bookings Tab**, in the dropdown, choose the group booking you previously set up.
 - You can choose to **repeat** this event daily, monthly, yearly, or with a custom pattern. Simply toggle the Repeat switch and set your preferred repeat pattern

SETTING UP REGULAR SERVICES

What other services can the students book?

The studio would also like to create some services that can be booked with the resources, whenever no classes are happening.



- For example, someone could book the **fitness room** whenever it's not in use. Or they could book a **personal training** with an instructor.
- These are set up under **Management > Services**.
- Here, you can create a service called “**Book studio**” with the resource “**Room 1**” for students that wish for privacy to do their own practice.
- This service can only be booked during the availability times set for “Room 1” - for example 11am to 1pm to not overlap with classes.

OTHER SETTINGS

Payment options, reminders and booking display

These additional settings could be useful for an SMB in the fitness industry.

Setting up payment

- To set up payment, head to **Settings> Online Payment**. Here, you can set up your account to accept either Stripe or PayPal payments.
- Once a payment method is set up, you can then add it to the service.
- [Read more about online payments here.](#)

Setting up email reminders

- Automatic reminders are already set up on every Premium account as per the global settings.
- The Global settings are set to automatically remind customers **one day** before their appointment.
- This can be changed under **Settings> System Notifications**.

Setting up SMS reminders

- To set up SMS reminders, the **Mono Team must first enable SMS** for the account.
- You, as a provider, must reach out to the Mono Support team to enable this.
- Once we have enabled it, head to the Timify App store and download **Notify**.
- You pay per SMS.
- SMS is managed through the Notify App via Timify.
- You can limit the usage of the App to a specific budget. After the limit is reached, you can no longer send more SMS.

Changing the booking slot display

- The studio would like a weekly display of the classes instead of daily.
- They can change this setting under **Settings> Bookings> Booking widget**.

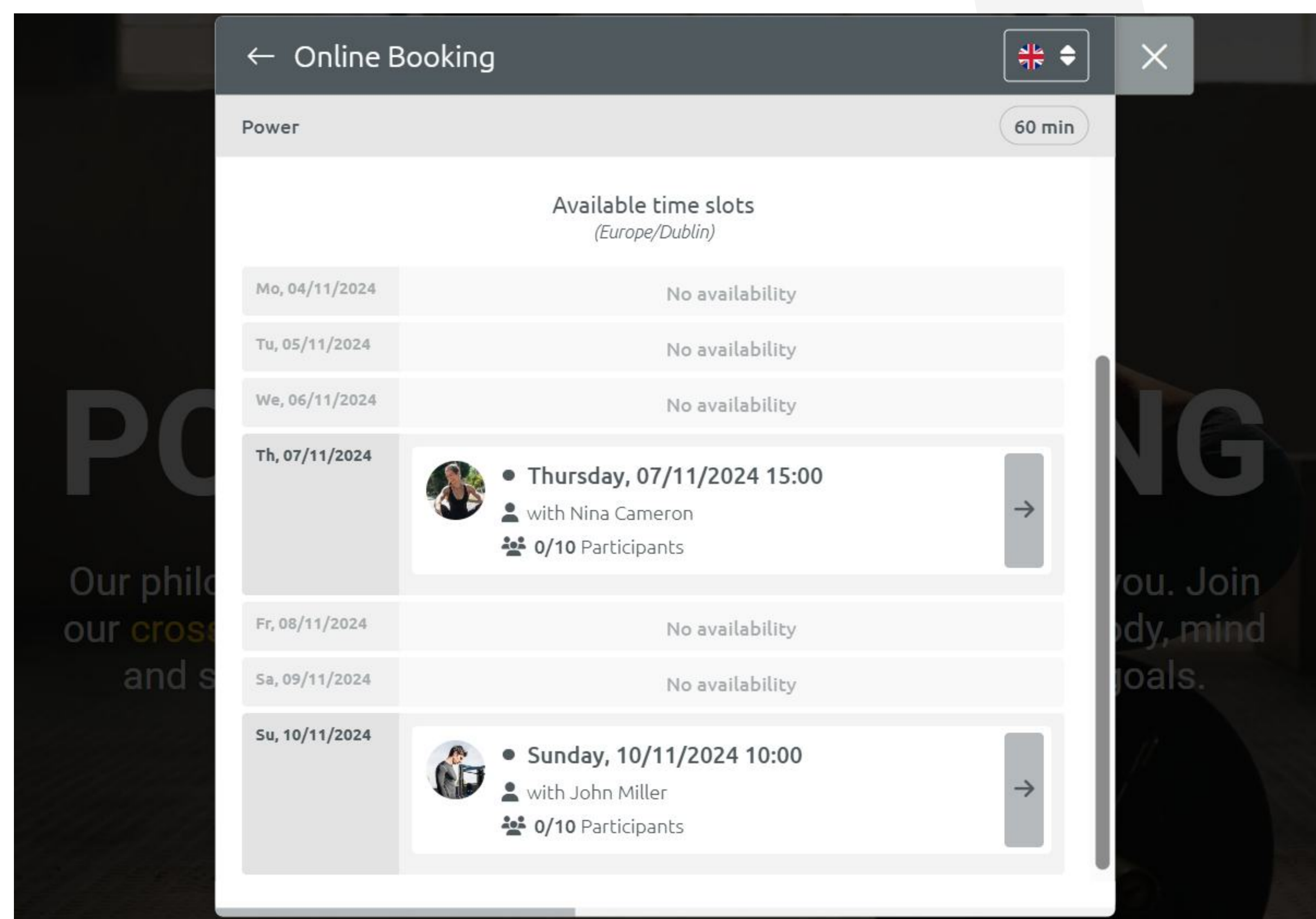
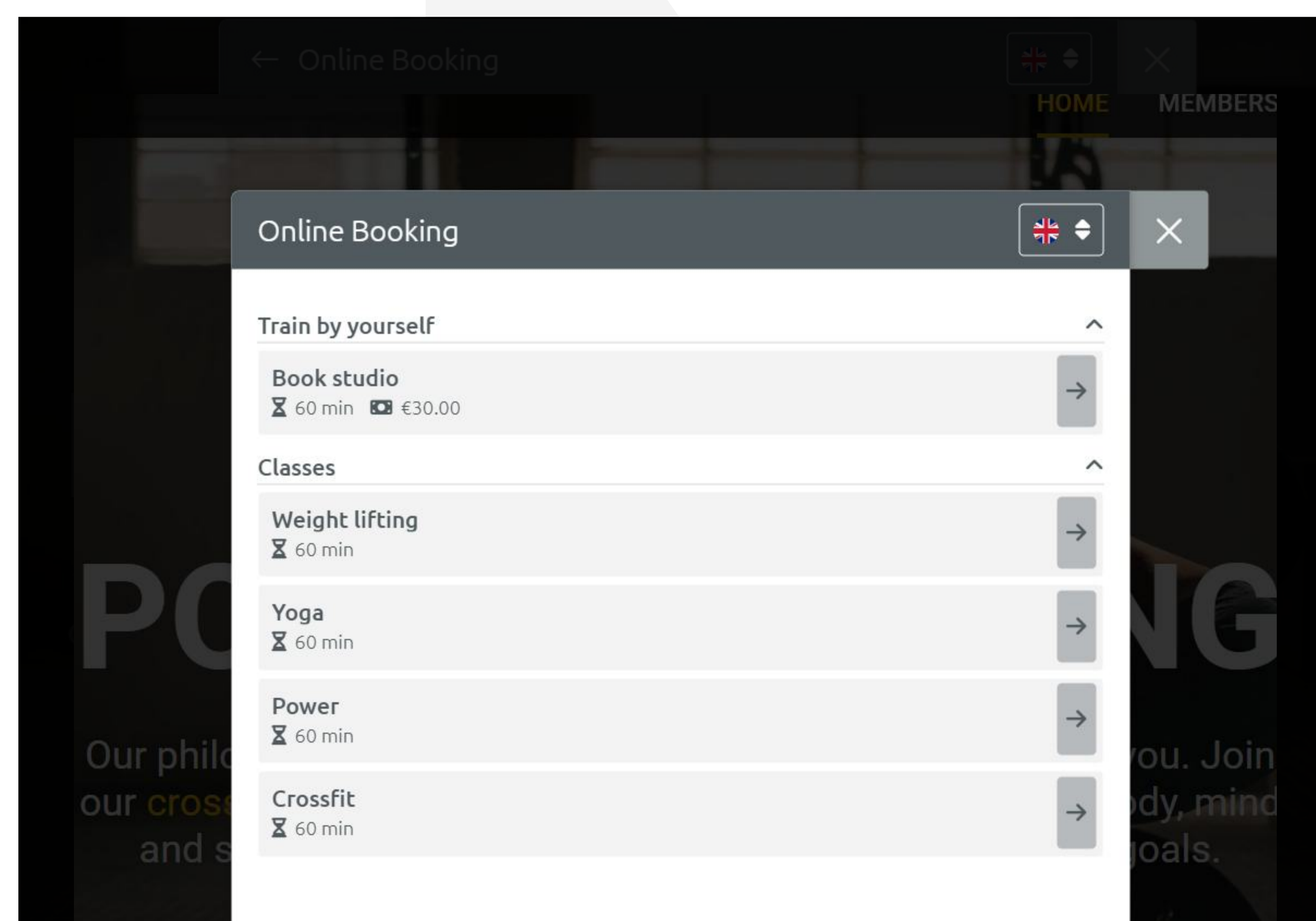
THE BOOKING EXPERIENCE

How does the booking flow work?

Let's look at the booking experience itself. What does it look like when a site visitor books a class online?

First, the visitor clicks the button and a pop-up appears with a list of the classes.

Let's choose a **Power class**.



We get a weekly overview of when we can book this class, and with which instructor.

You can attend on Thursdays with Nina or you can attend on Sundays with John.

We simply choose which session we would like to attend, and then complete the booking flow.