



## West Suburban YMCA Member Reservation Guidelines

Please note these guidelines are subject to change regularly based on state and local guidelines.

- Only West Suburban YMCA members can use the Reservation System at this time. As the reopening guidelines become less restrictive, we will also lift our Reservations Restrictions. We will notify our members via Email, Facebook and our website [wsymca.org](http://wsymca.org) as these changes take place.
- Reservations can be made no more than 24 hours in advance of the appointment time or class.
- Reservations will close 1 hour prior to the start of the appointment time or class. If it is within 1 hour of a group exercise class start time, you can try to walk-in, but you may be turned away if the class is at capacity.
- Reservations must be made through our online system on our website at [www.wsymca.org/reservations](http://www.wsymca.org/reservations). If you need assistance reserving a group exercise class, please contact Jane Carroll at [janec@wsymca.org](mailto:janec@wsymca.org). If you need assistance reserving a pool lane, please contact [amandap@wsymca.org](mailto:amandap@wsymca.org).
- Members are able to CANCEL their reservation through the online system if they can no longer attend.

## Step By Step Guide For Making A Reservation

### Step 1

- Start by visiting <https://www.wsymca.org/reservations>  
Reservations can only be made within 24 hours of the class start time and up to 1 hour before the class start time, so please ensure you are trying to reserve within that time window.

### Step 2

- Enter your information:
  - First Name
  - Last Name
  - Date of Birth
  - Email Address
  - Phone Number

### Step 3

- On the next screen, select the date of your class using the "Any Date" dropdown box.  
**PLEASE NOTE:** You can only sign up 24 hours prior to the appointment time. If the appointment time you are looking for does not appear, it is likely not yet within the reservation window.
- You can also select a lane and appointment time by using the "Any Appointment Type" dropdown box, which will list class types and lap lanes.
- Please disregard the dropdown box for "Any Staff Member" to avoid confusion.



Begin by entering your information below.

First Name			
Last Name			
Month	▼	DD	YYYY
Email			
Phone Number			
<input type="button" value="Find Me!"/>			

**Welcome, Meghan!**  
West Suburban YMCA

Use these filters to find an appointment that works for you.

Any date	▼
Any Appointment Type	▼
Any Staff Member	▼

## Cancel Your Reservation

If you reserved a pool lane or group exercise class and then realize you will not be able to attend, we ask that you please cancel your reservation so that your spot becomes available to other members.

### Step 1

- Visit <https://www.wsymca.org/reservations>

### Step 2

- Click "Reserve Your Spot" to navigate back to the reservation system.

### Step 3

- Enter your information again:
  - First Name
  - Last Name
  - Date of Birth
  - Email Address
  - Phone Number

### Step 4

- Select the "My Appointments" tab.

### Step 5

- Click the "CANCEL" button next to the class or appointment time you wish to remove yourself from.

