

Group Exercise FAQs

What is the booking policy?

You can book your classes up to 8 days in advance (from the class start time). If you're no longer able to attend, we kindly ask that you give at least 24 hours' notice, so members on the waitlist have enough time to secure a spot.

We understand that life in London can be unpredictable, so if you need to cancel late or miss a class once or twice within a 30-day period, your booking rights won't be affected. You are also welcome to book on the day, right up until the start time of the class. However, to ensure fair access for everyone, if you have 3 or more no-shows or late cancellations within a rolling 30-day window, your advanced booking rights will be temporarily suspended for 30 days.

Even if this happens, you'll still be welcome to visit the club, use the facilities, and attend classes on a walk-in basis if space is available.

Can I book back-to-back Reformer classes?

We've also noticed an increase in members booking back-to-back Reformer Pilates classes. As each class is designed for different experience levels and 2 hours of Reformer in one go can be excessive for the body, we kindly ask members to avoid booking consecutive Reformer sessions. We've added more classes to increase capacity and create fair access — not to allow the same members to occupy multiple back-to-back spaces.

How will I know if I am on the booked or on waitlist?

The TechnoGym app will show you if you are booked, or if you are on the waitlist. Also, the system automatically sends emails to members when you book a class, cancel a class, when you are on the waitlist, when you move from the waitlist into the main class. Please add reply@resamania.com to your approved email addresses so messages do not go to your junk/spam.

Will I be moved from the waitlist to the main class automatically if someone cancels?

Yes, up to 24 hours before the class. Within the 24-hour window, if space becomes available, please cancel yourself from the waitlist (with no penalty) and book a space in the class.

How can I see what upcoming classes I have booked?

To see a list of your upcoming and historical bookings please visit the Technogym app and go to

- Book a class
- Click on the profile picture or generic avi in the top right-hand corner
- Press Booking
- You will see your upcoming and past bookings tap

From this tab you can cancel any upcoming bookings.