

# HOW TO USE OUR ONLINE SCHEDULE

To cancel a training appointment and book a make up

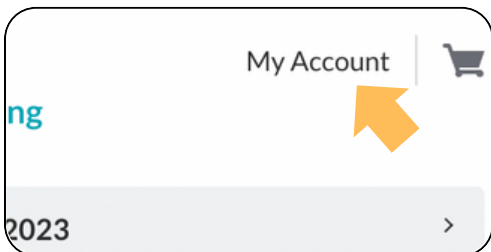


## TO CANCEL AN APPOINTMENT:



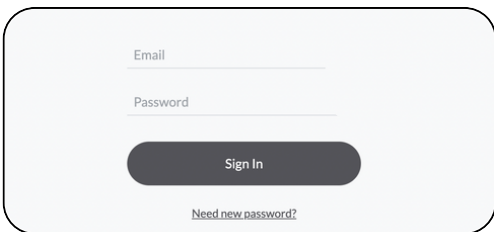
1

Go to [www.movimentofitness.ca](http://www.movimentofitness.ca)  
Under "RESOURCES" you will find the schedule



2

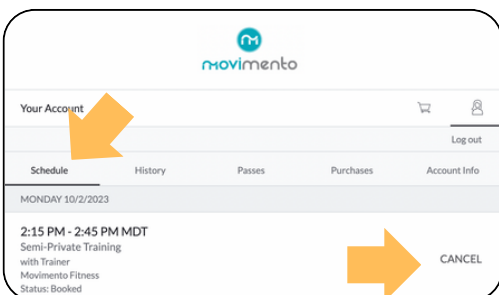
Click **My Account** just above the calendar



3

**SIGN IN** with your email and the password that we provided you with

*Click "Need new password?" if you can't get in or forgot your password*

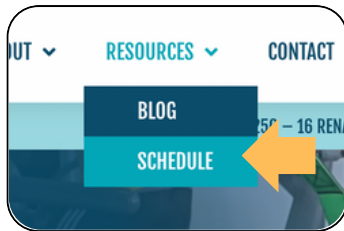


4

Under **SCHEDULE** click **CANCEL** beside the booking you would like to cancel

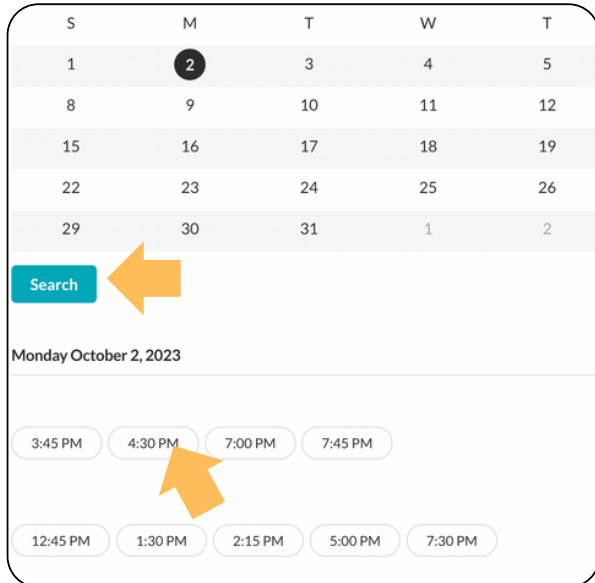
*You will be able to book a make up ONLY if you cancel at least 8 hrs in advance. Even if giving less than 8 hrs notice we ask that you please still cancel so we know you are not coming.*

# TO BOOK A MAKE UP:



1

Go to [www.movimentofitness.ca](http://www.movimentofitness.ca)  
Under "RESOURCES" you will find the [schedule](#)



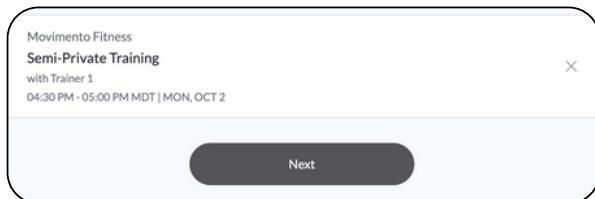
2

Choose the date you would like to book a make up and hit **SEARCH**

3

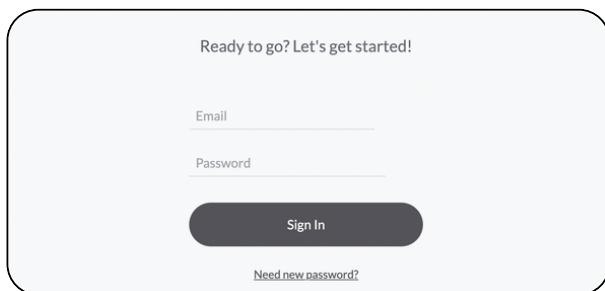
Select the time that you would like to book

*Make ups can be booked no more than 7 days in advance and up to 3 hrs before the appointment start time*



4

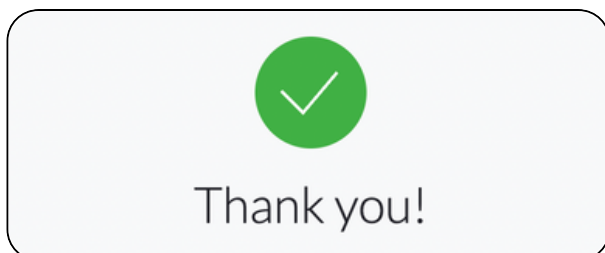
Click **NEXT**



5

**SIGN IN** with your email and the password that we provided you with

*Click "Need new password?" if you can't get in or forgot your password*



6

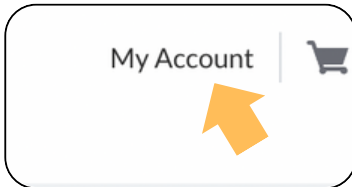
**You are booked for your make up!**

# HOW MANY MAKE UPS DO I HAVE AVAILABLE?



1

Go to [www.movimentofitness.ca](http://www.movimentofitness.ca)  
Under "RESOURCES" you will find the schedule

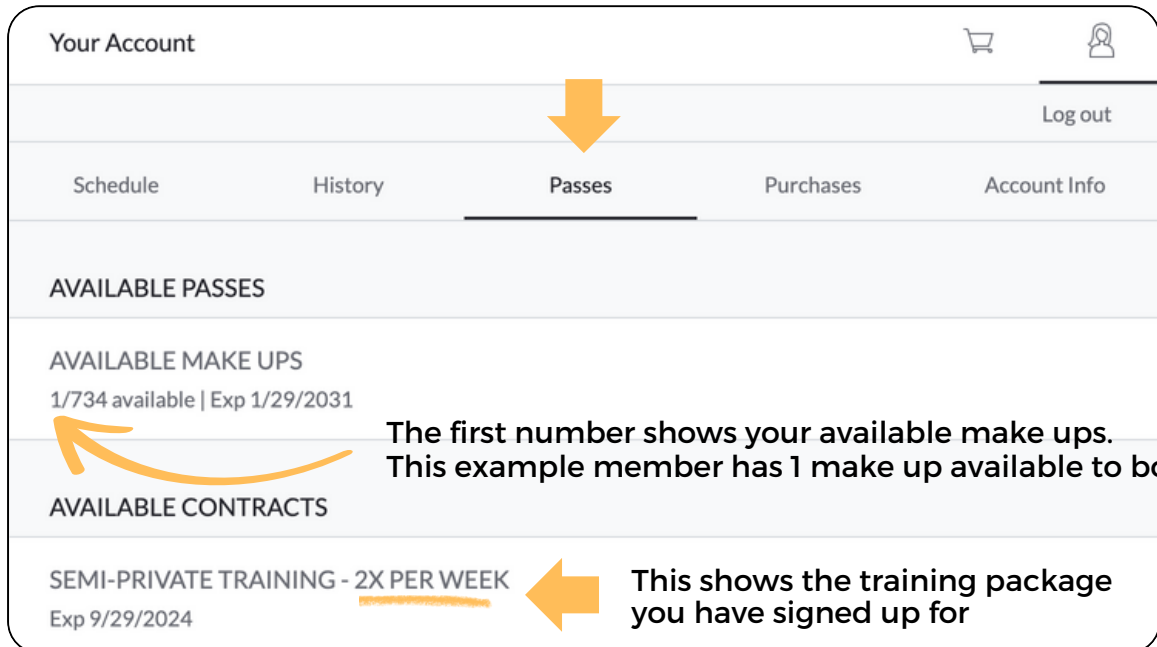


2

Click **My Account** just above the calendar

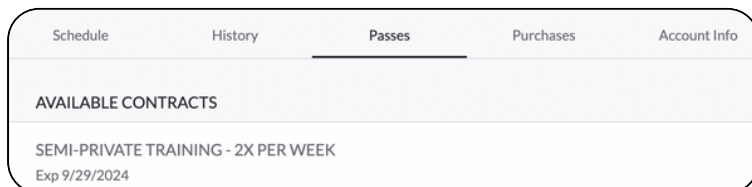
3

Go to **Passes**



The first number shows your available make ups.  
This example member has 1 make up available to book

This shows the training package  
you have signed up for



**NOTE:** If you do NOT see the **AVAILABLE PASSES** section at all and only see **AVAILABLE CONTRACTS** (like the image to the left) then you are all caught up and **have NO make ups to book.**

**AVAILABLE MAKE UPS**  
1/734 available | Exp 1/29/2031

**SIDE NOTE:** Why does it show that you are booked for hundreds of appointments until the end of the decade?... That is how we "claim" your recurring schedule for you so your times are reserved for as long as you are a member with us! Don't worry about the expiry dates... your makeups don't expire

# TROUBLESHOOTING:

1



You cannot book the following because they are no longer available:

## If you see this error when booking a make up either:

1. Someone else has just booked that same time and it is now taken
2. It is less than 3 hours before the start time of that spot. We do not allow bookings less than 3 hours before the start time, this helps our coaches always be prepared and ready for you

2



We're sorry, but this service cannot be purchased online. Please call to schedule.

## If you see this error when booking a make up you do not have any available make ups to schedule.

3



The appointment you've tried to cancel is outside its cancellation window. [Would you like to attempt to Late Cancel?](#)

## If you see this error when cancelling an appointment you are cancelling with less than the required 8hrs notice. Please click to 'late cancel' so we still know you will not be attending

4



The email and password you entered don't match

Email

Password

Sign In

[Need new password?](#)

## Can't login or getting an error that your password is incorrect? Click "Need new password?" and you'll get an email to reset it

# MAKE UP POLICY

**We allow you to book a make up for those times that you must cancel your regularly scheduled training due to other commitments, travel, or illness.**

**To cancel a regularly scheduled training time and be eligible to make it up, you must CANCEL your training appointment through our online schedule 8 hours prior to the appointment start time. If you do not cancel at least 8 hours prior (OR do not show up) you will lose that appointment and you will not be able to book a make up.**

## GUIDELINES:

- ✓ **Make ups can be booked no more than 7 days in advance**
- ✓ Make ups must be booked online at [www.movimentofitness.ca/schedule](http://www.movimentofitness.ca/schedule)
- ✓ If you have to cancel your scheduled training time we encourage you to book a make up for a different time that same week when possible. This will help you stay focused on what you are here for so you get the most out of your custom designed training programs.
- ✓ **Make ups have NO monetary value.** Make ups cannot pay for a future month of your program, cancellation fees, or products. We do not put your monthly payments on 'hold' or reduce your monthly payments in order for you to use your make ups. Make ups cannot be refunded. **The monetary value was in the session that still went ahead in your absence.**
- ✓ Makeups are not guaranteed, as they are subject to both your and our availability.
- ✓ You only receive an opportunity to make up if you cancel your session by the 8 hour cut off time. By canceling on time, you are giving someone else an opportunity to book a make up.
- ✓ **Make ups remain on your account and do not expire**
- ✓ You need to be an active member with a current training package to use your make ups. Should you cancel your training package all make ups are lost upon your last day of training with us (as specified on your cancellation form).
- ✓ Make ups are not transferable between training packages. For example: if you end your 3x per week package and begin a 2x per week package, saved make ups can not be transferred to the new package. You will start fresh on the new package.
- ✓ Make ups are not transferable between members

# RESOURCES



CLICK TO LEARN MORE



GO TO THE  
SCHEDULE



WATCH THE  
HOW TO VIDEO



VIEW OUR FULL POLICIES FOR SCHEDULING,  
APPOINTMENT CANCELLATION, & MAKE UPS



WHAT SHOULD I DO IF I'M GOING ON  
VACATION OR WILL BE AWAY FOR SEVERAL  
WEEKS? CHECK OUT OUR VACATION POLICY

**If you need to make changes to your recurring schedule, need to change an assessment booking, or are having trouble with the online scheduling please reach out to us at the front desk in person or by email at [info@movimentofitness.ca](mailto:info@movimentofitness.ca) and we are here to help!**