



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# VIRTUAGYM MEMBER GUIDE

## BROOKS FAMILY YMCA RESERVATIONS

Reservations are required for Aquatics, Basketball Court, Group Exercise, and Stay & Play. To make a reservation, you must sign in to Virtuagym via the Virtuagym web portal (link below) or our Brooks YMCA app.

- **All reservations open 48 hours in advance.**
- **\$15 no-show fee for Aquatics and Group Ex unused + uncancelled reservations.**
- Group Ex reservations must be cancelled 1hr+ in advance to avoid a no-show fee.

### FOR NEW USERS:

- You will need a YMCA staff member to help activate your account before making your first reservation.
- Please call us at (434) 974-9622 or visit the membership desk for help.
- Once a YMCA staff member activates your account, we will send you an email with a link you can use to finish your account setup.

### TO MAKE A RESERVATION:

- Log in to: <https://piedmontfamilyymca.virtuagym.com/>
- Go to "Schedule" in the left-hand navigation menu
- Choose one of the available calendars in the menu above the calendar: Group Exercise, Stay & Play, Basketball Court, Family Pool, or Lap Pool
- Click on the class or time slot you wish to reserve
- Click "Book Now"
- You're done! You may view all your personal reservations under the "Activity Calendar" or "Club Account Info" in the left-hand menu.

### TO CANCEL A RESERVATION:

- Log in to: <https://piedmontfamilyymca.virtuagym.com/>
- Go to "Schedule" in the left-hand navigation menu
- Go to the Group Exercise, Family Pool, or Lap Pool calendar (choices above calendar)
- Click on the class or pool lane you wish to cancel
- Click "Cancel Booking."
- You're done! Please give 12 hours notice for cancellations if possible.