



How to buy memberships, bundles and one-off classes

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[Paying for a class at the time of booking](#)

[Paying for one session - PAYG](#)

[Buying with a package - Bundle](#)

[Buying with a package - Membership](#)

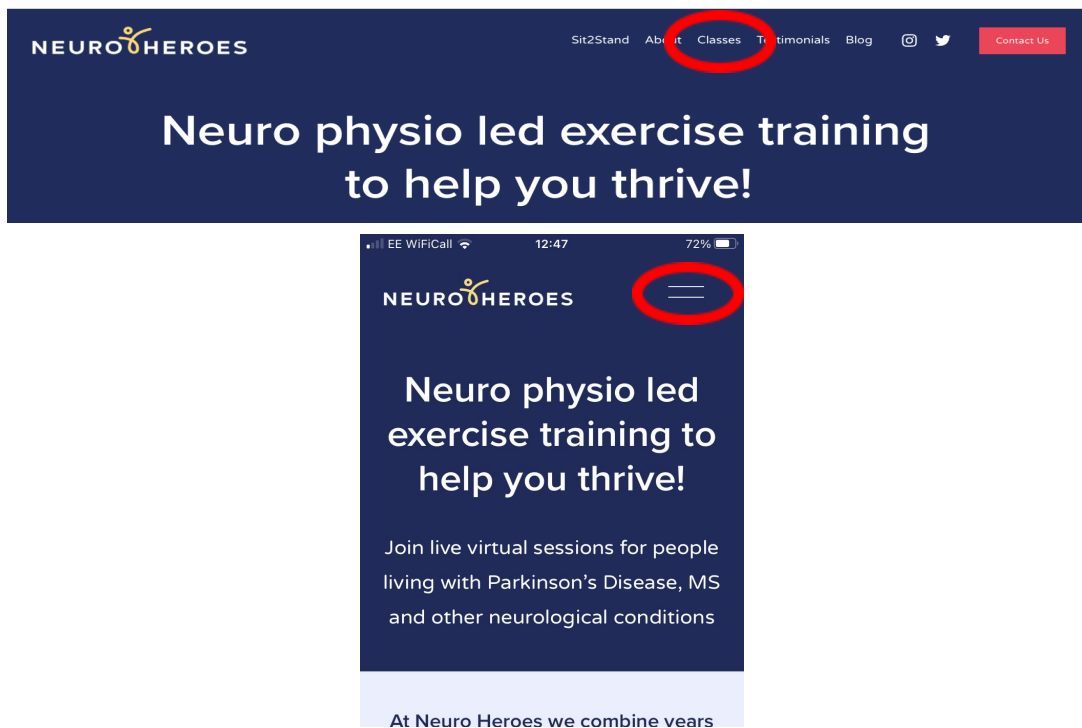
Logging into your account

Whether you choose to purchase when booking a class or buy a membership/bundle in advance, you first need to log into your GymCatch account.

1. You can login by going through the Neuro Heroes website or directly through GymCatch. You will need to be registered with Gym Catch before you start.

Neuro Heroes Website	Gym Catch
<ol style="list-style-type: none"> (a) Go to the Neuro Heroes website: https://www.neuroheroes.co.uk/ (b) Go to step 2 and follow the instructions 	<ol style="list-style-type: none"> (a) Head to the official Gym Catch website: https://gymcatch.com/app/provider/4976/events <p>If you end up at the general GymCatch homepage please follow these steps:</p> <ol style="list-style-type: none"> (b) Go to the image 'For Everyone' and select 'Find Fitness' (c) Type Neuro Heroes into the 'Search for fitness provider' bar and select 'Find' (d) Go to step 3 and follow the instructions

Once on the Neuro Heroes website, select 'Classes' and this will take you to the booking page. On a computer this is along the top bar and on a mobile it is in the menu.



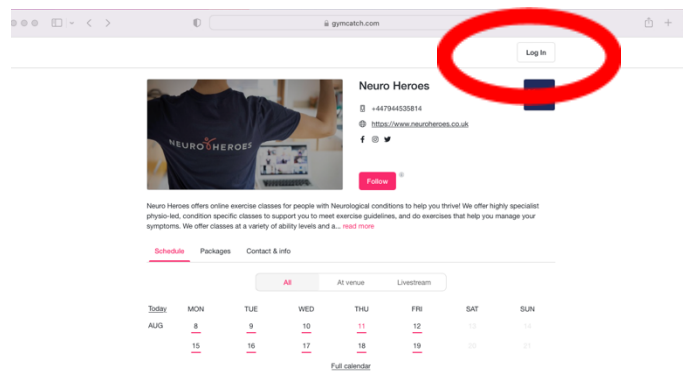
2. When the 'Classes' page opens, scroll down and click on the 'Book a class' button for the class you wish to join



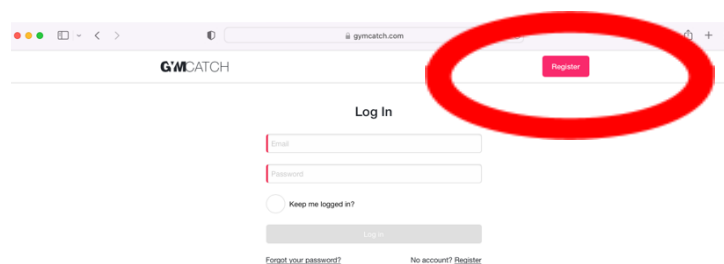
PD Circuits

Thursdays 13:00 - 14:00

3. You will be diverted to Gym Catch where you will need to log in. To do this, select 'Log In' in the top right-hand corner of your screen

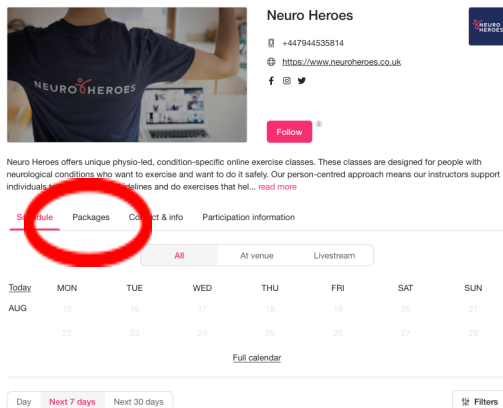


4. Fill in your email and password. This will open your account.



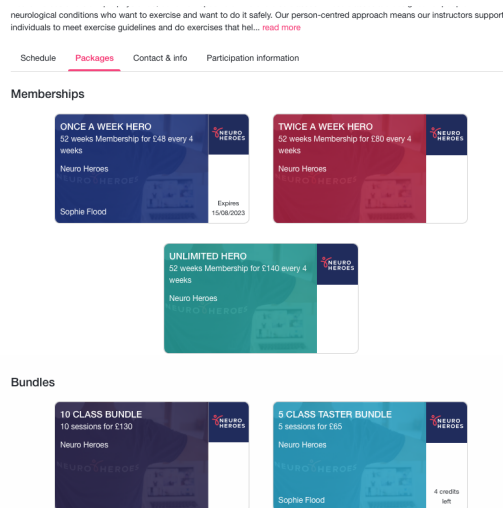
Paying for a membership or bundle in advance

Once you have successfully logged in, you will be taken to the specific Neuro Heroes page. From here head to the tab labeled 'Packages'.



The screenshot shows the Neuro Heroes profile page. At the top left is a profile picture of a person wearing a blue t-shirt with the Neuro Heroes logo. To the right of the profile picture, the name 'Neuro Heroes' is displayed, along with contact information: a phone number (+447944535814), a website URL (https://www.neuroheroes.co.uk), and social media icons for Facebook, Instagram, and Twitter. A red 'Follow' button is located below the contact information. Below the profile information, there is a navigation menu with four tabs: 'Schedule', 'Packages', 'Contact & info', and 'Participation information'. The 'Packages' tab is highlighted with a red circle. Below the navigation menu, there are filter buttons for 'All', 'At venue', and 'Livestream'. A calendar view is shown for the month of August, with days of the week (MON, TUE, WED, THU, FRI, SAT, SUN) and dates (15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28). A 'Full calendar' link is located below the calendar. At the bottom of the page, there are buttons for 'Day', 'Next 7 days', 'Next 30 days', and 'Filters'.

On the packages page, you can see all the bundle and membership options available to you. When you have reviewed what deal you would like to opt for, click on that card. You will then be taken to a page where you can see the deal in more detail including the Terms and Conditions.



The screenshot shows the 'Packages' page on the Neuro Heroes website. At the top, there is a navigation menu with four tabs: 'Schedule', 'Packages', 'Contact & info', and 'Participation information'. The 'Packages' tab is highlighted. Below the navigation menu, there is a section titled 'Memberships' which contains three membership cards: 'ONCE A WEEK HERO' (52 weeks Membership for £45 every 4 weeks), 'TWICE A WEEK HERO' (52 weeks Membership for £80 every 4 weeks), and 'UNLIMITED HERO' (52 weeks Membership for £140 every 4 weeks). Below the 'Memberships' section, there is a section titled 'Bundles' which contains two bundle cards: '10 CLASS BUNDLE' (10 sessions for £130) and '5 CLASS TASTER BUNDLE' (5 sessions for £65). Each card includes the Neuro Heroes logo, the name of the package, and the price. The '5 CLASS TASTER BUNDLE' card also shows '4 credits left'.

If you are happy with your option, select 'Purchase' to continue. If not you can return to the previous page by clicking on the arrow.

Schedule Contact & info Participation information

< TWICE A WEEK HERO

TWICE A WEEK HERO
52 weeks Membership for £80 every 4 weeks
Neuro Heroes

Purchase

About
Sign up for the Twice a Week Hero membership and save 33% per class. The Twice A Week Hero gives you two sessions a week or four sessions within a four week period, booked by you, so you only pay £10 a session.

Price details
TWICE A WEEK HERO is a 52 weeks membership. You will be billed in 13 installments payable every 4 weeks for a total cost of £1040

▸ **Terms and Conditions**

Available Sessions

Today	MON	TUE	WED	THU	FRI	SAT	SUN
AUG 15	16	17	18	19	20	21	
	22	23	24	25	26	27	28

[Full calendar](#)

If you select a membership option (this step does not apply for bundles), you will be asked to review the payment options and agree to the terms and conditions before continuing. Tick the box and select 'Next' if you agree.

ONCE A WEEK HERO purchase X

1 2 3
Membership terms and conditions Membership payment Membership purchase confirmation

In buying this Membership you are committing to 13 instalments at £48. Your first instalment will be taken immediately and then 12 more instalments payable every 4 weeks

Your last instalment will be taken on 18/07/2023 15:04, BST

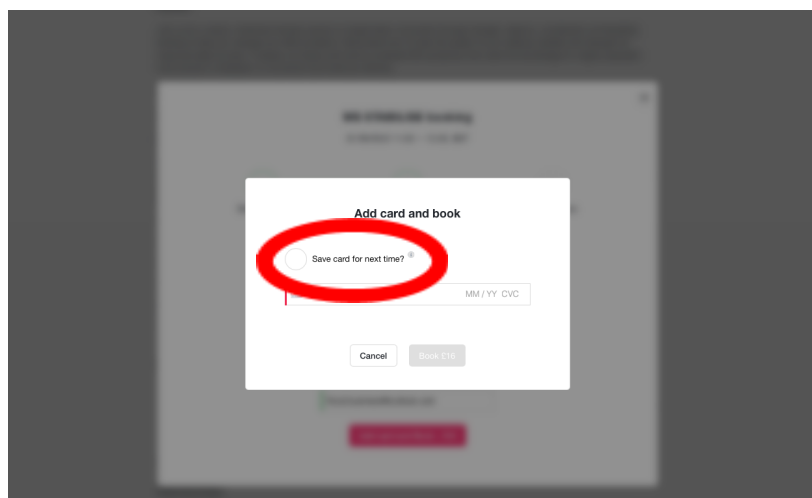
Your Membership will expire on 15/08/2023 15:04, BST

I acknowledge that I am committing to the full term and price of this membership and agree to its terms and conditions.

Next

You will now have arrived at the payment page. Here you can choose to either 'Pay with a new credit or debit card', Pay with an existing card (if the details have been saved) or enter a promotional code.

Select the option you would like and press 'Buy'. If you are using a new card, you will be asked to fill in your details. Please note, you may be asked by your Bank to approve this. You may also wish to store your card details to save time later.



Once the payment has been processed you will be notified that your purchase was successful.

You can always check your booking and purchases online. To do this, click on your profile picture at the top of the page.

Neuro Heroes offers unique physio-led, condition-specific online exercise classes. These classes are designed for people with neurological conditions who want to exercise and want to do it safely. Our person-centred approach means our instructors support individuals to meet exercise guidelines and do exercises that hel... [read more](#)

Schedule **Packages** Contact & info Participation information

< 10 CLASS BUNDLE

10 CLASS BUNDLE
10 sessions for £130
Neuro Heroes
Sophie Flood
10 credits left

About

Buy 10 sessions and reduce your cost to £13 a class which is a 13% saving per class!

Expires 17/02/2023 14:34, GMT

▶ [Terms and Conditions](#)

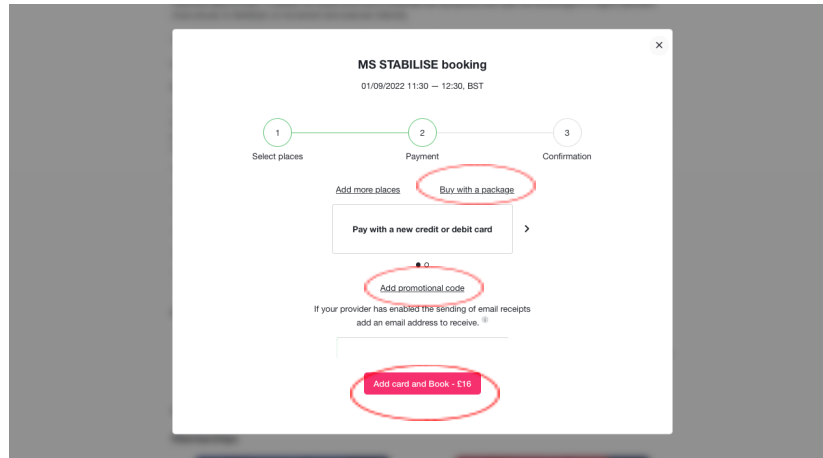
This will take you through to your personal information section where you can see amongst other things, your bookings and purchases.

The screenshot displays the Neuro Heroes user interface. At the top, there are navigation tabs: 'Details', 'Bookings', 'Participation information', 'Payment cards', and 'Sub profiles'. Below these, a secondary set of tabs includes 'Bookings', 'Packages', 'Courses', and 'Resources'. The 'Packages' tab is highlighted with a red circle. Underneath, the 'My packages' section features two buttons: 'Live' (active) and 'Expired'. The 'Memberships' section shows a card for 'ONCE A WEEK HERO', a 52-week membership for £48 every 4 weeks, with an expiry date of 15/06/2023. The 'Bundles' section contains two cards: '5 CLASS TASTER BUNDLE' (5 sessions for £65, 4 credits left) and '10 CLASS BUNDLE' (10 sessions for £130, 10 credits left). All cards are attributed to 'Sophie Flood'.

Paying for class at the time of booking

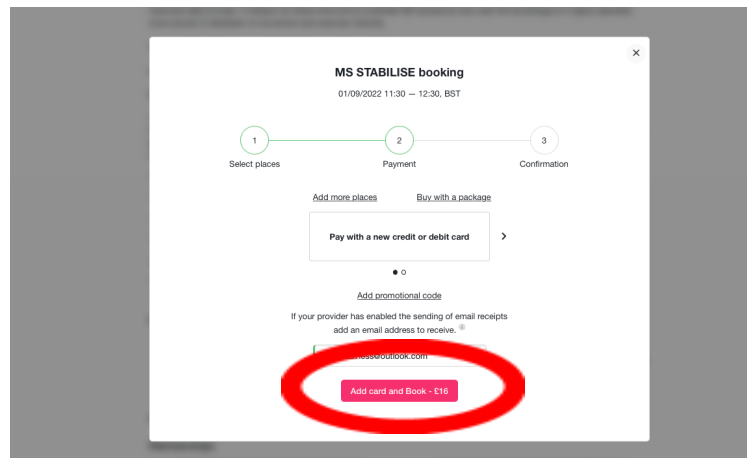
Once you have decided what class you would like to join, you will be given the option of how you would like to pay:

- Pay for that one class
- Add a promotional code
- Buy with a package

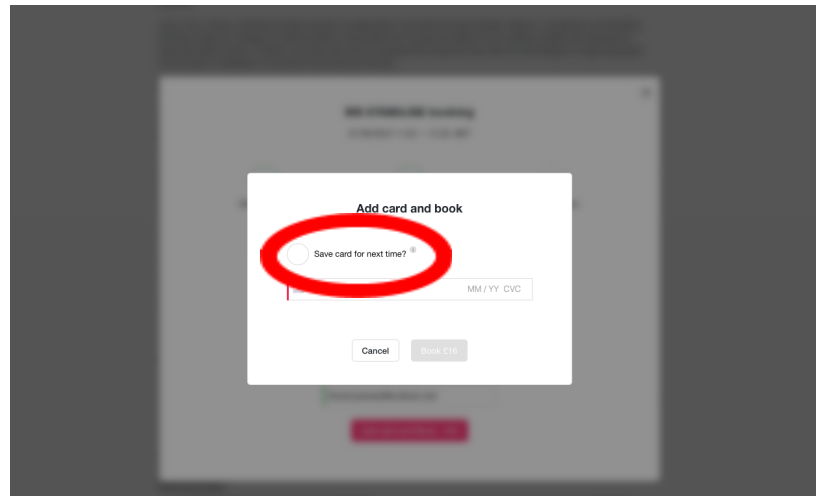


(a) Paying for one session - PAYG

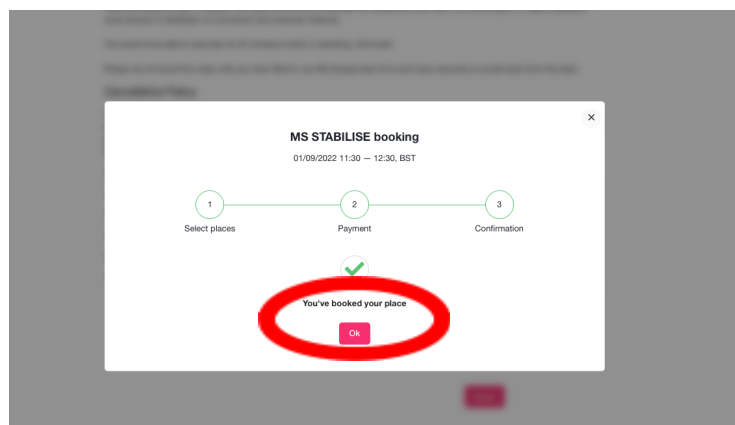
If you would like to pay for this one session and it is your first time or you haven't saved your card details, then you need to select 'Add card and book'



This will take you through to a payment page. Please fill in the details. Select 'Save card for next time' if you don't want to keep filling in the form in the future.



Once the payment has been processed you will be notified that your class has been booked. Select ok and you will return to the class page.



On the class page you will now be able to see the log in details, manage your booking or book another session.

Cancellation Policy

This session only uses automated refunds for bookings made using a package or by card. If you cancel your booking more than 4 hours before the start of the session you will be refunded by a credit to the package used to make the booking or by the gifting of a package that will enable you to book into an alternative session. Any queries about refunds should be directed to Neuro Heroes. Gymcatch cannot assist you with refunds.

📅 01/09/2022

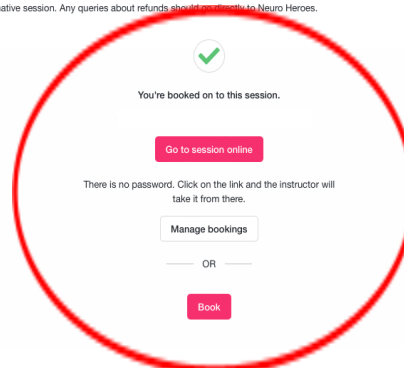
🕒 11:30 - 12:30, BST

🏃 Mixed event, intermediate level

👥 1/12

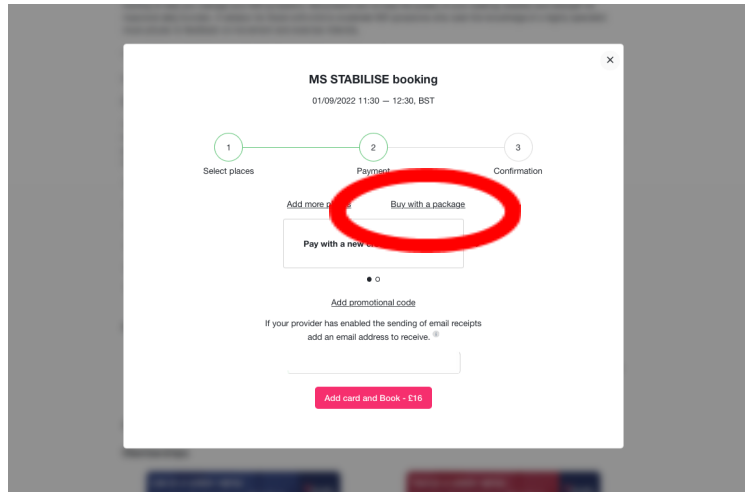
💷 £16

📺 Online session

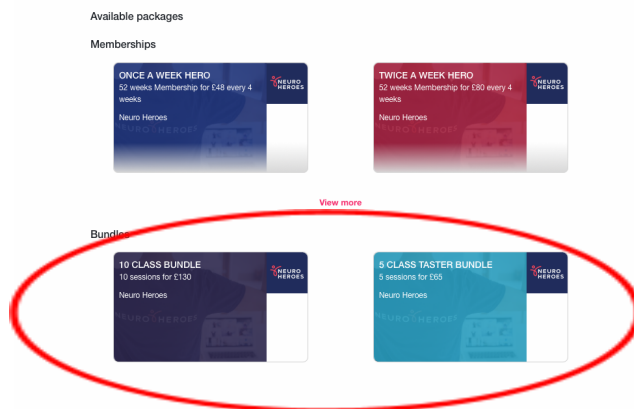


(b) Buy with a package - Bundle

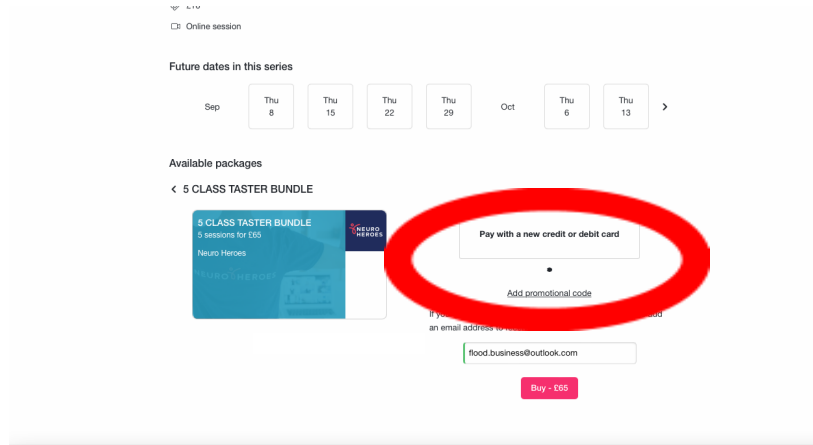
Buying a bundle is great if you know you are going to take part in a few classes. It can save you money and effort. If this is the first time you have bought a package or are buying a new package then select 'Buying with a package'.



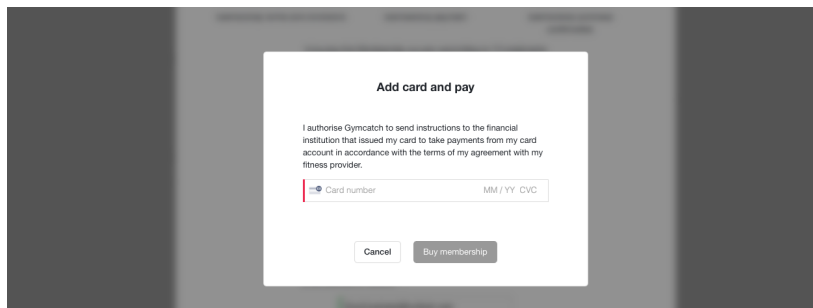
You will be taken to a page where you can see what bundles are available. Select the one that suits you the most.



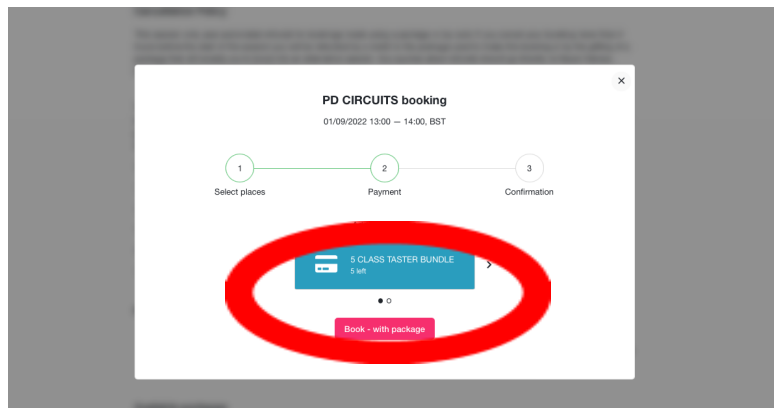
Once you've selected a bundle, you will be asked to either 'Pay with a new credit or debit card', pay with an existing card (only if your details have been saved) or 'Add a promotional code'. Please select an option and press 'Buy'



If you don't have a payment card stored, you will be required to add your card details.



Once your payment has been accepted, you will be notified by a pop up message that your package has been purchased. You will now be back on the class page. Select 'Book' and you will then have the option to use your bundle for this class. If you would prefer to pay for the class separately, then use the arrow and insert your card details.



Once you have booked you will be back on the class page and from here you will now be able to see the log in details, manage your booking or book another session.

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📅 01/09/2022

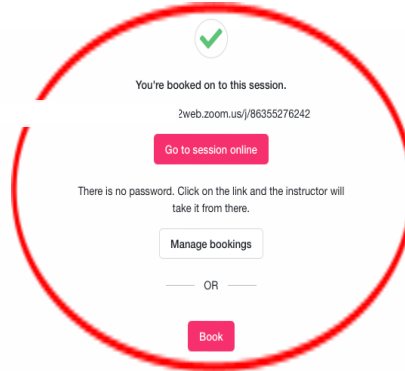
🕒 11:30 – 12:30, BST

👤 Mixed event, intermediate level

👥 1/12

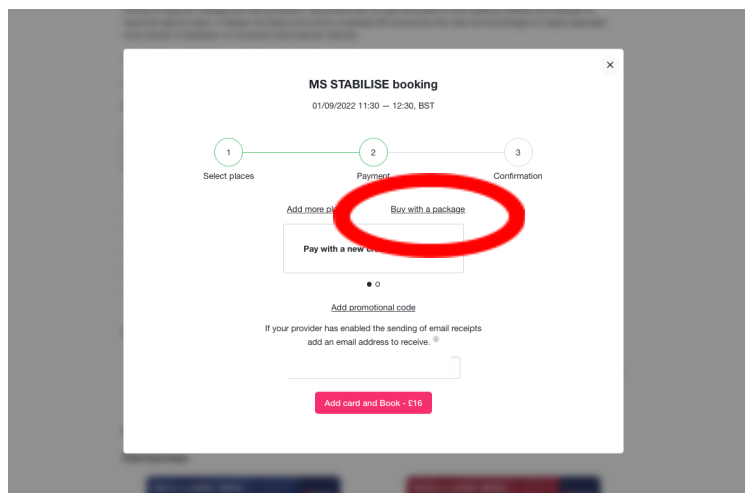
💷 £16

📺 Online session

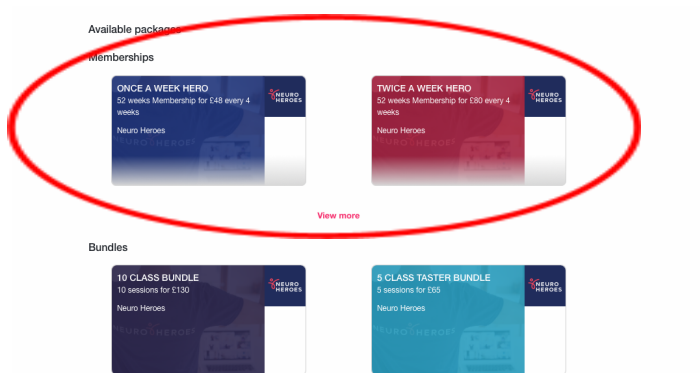


.C. Buy with a package - membership

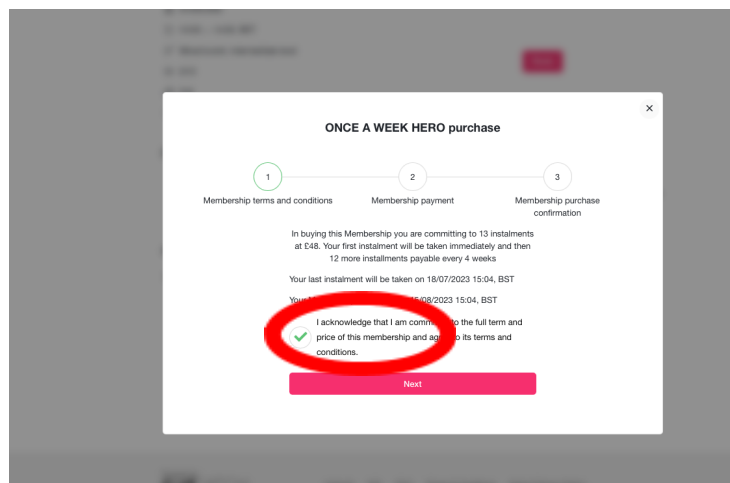
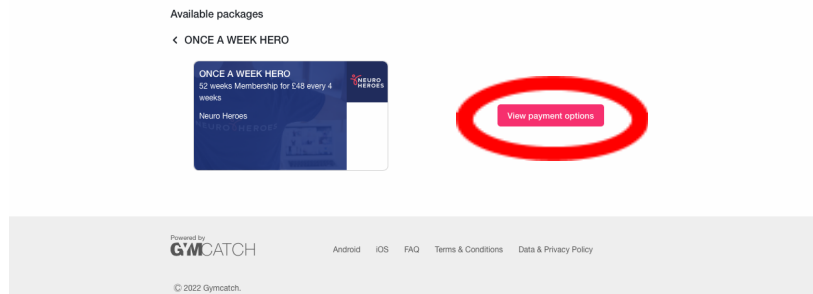
Buying a membership is great if you know you are going to take part in a few classes each week. It can save you money and effort. If this is the first time you have bought a membership package or are buying a new membership package then select 'Buying with a package'.



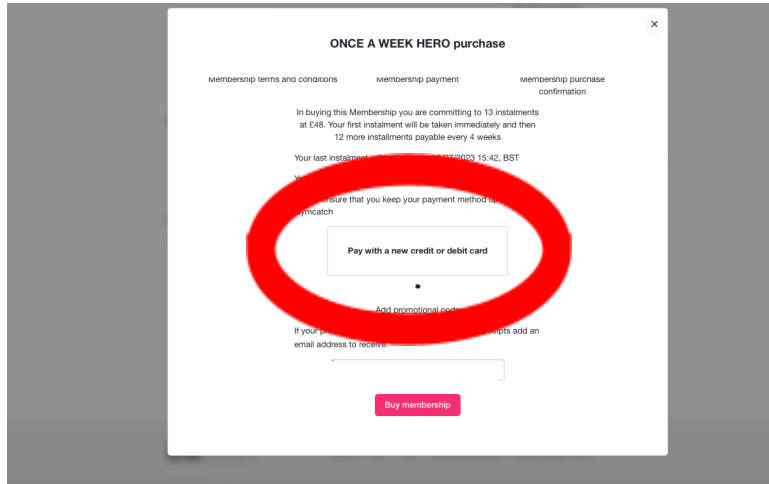
You will be taken to a page where you can see what packages are available. Select the one that suits you the most.



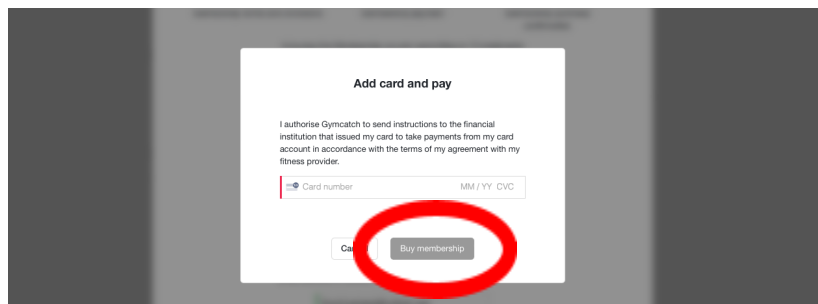
When you have decided what package would be best for you, you will be asked to view the payment options and agree to the terms and conditions before continuing.



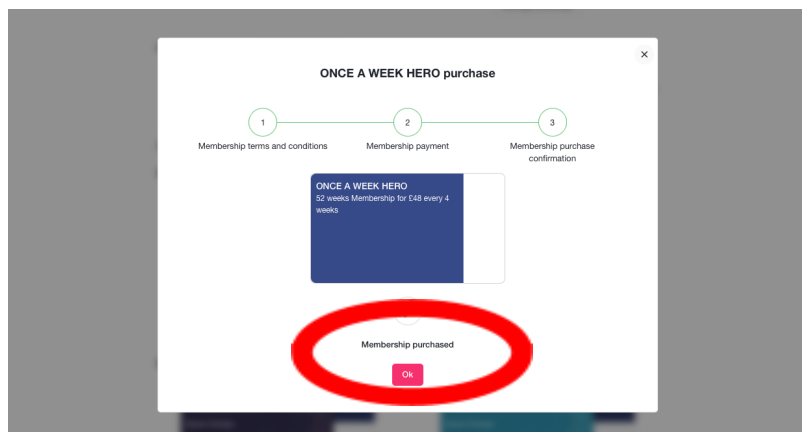
If you agree to the terms and conditions and payment schedule, then be put through to the payment page. Here you can either 'Pay with a new credit or debit card', Pay with an existing card or enter a promotional code. Select 'Buy Membership' when you have made your decision.



If you are paying with a new card or don't have any card details stored, you will then be transferred to the payment page. Please insert your details and select 'Buy Membership'



You may be asked to approve the payment by your bank. Once the payment has successfully gone through, you will receive confirmation. Select ok and you will return to the class page.



You can now use your membership to book/pay for classes.

