

AUTOMATIC WAITING LISTS FAQ

Q: How do I accept an invitation to enroll?

Once you receive the automated invitation, click the **'Enroll now'** button in the email, log in to your Activewestvanrec account, and enroll for the activity within **24 hours** of receiving the invitation. If you do not take any action within 24 hours, your invitation will expire, and the spot will be made available to the next person on the waiting list.

Q: How do I remove myself from a waiting list?

If you received an automated invitation and no longer wish to enroll, click on the 'Remove from the waiting list' button **in the email**, log in to your Activewestvanrec account, and click on the 'Withdraw' button.

Q: Are waiting lists available for drop-in or registered one-time activities (e.g., drop-in group fitness, yoga, CycleFit, etc.)?

Not at this time. Please check activewestvanrec.ca for last-minute openings.

Q: What if I have multiple emails on my account? Which email will the waitlist notification come to?

Waitlist invitations are always sent to the **Head of Household's** email.

- If the activity is for the Head of Household, only their email will receive the invitation.
- If the activity is for another family member, then the invitation will be sent to both the Head of Household's email and the other member's email (if one is on file).

Q: Who is the Head of Household on my account?

It is the person who created the family account, and the title will appear under their name on the account. The Head of Household title can be assigned to a different family member in your account settings, under 'Manage Family Members.'

Q: Can I choose where waiting list notifications are sent—email vs. phone?

No. Even if you have a mobile number and an email on your account, waiting list invitations will **only** be sent to the email(s) on your account.



Join the
waitlist



Receive a
notification
if space becomes
available



Enroll
within 24hrs