

Avantidrome GymMaster Mobile Booking App FAQ's

Q: The app does not look like it belongs to the Avantidrome because it says GymMaster - what is GymMaster?

A: GymMaster is the software system the Avantidrome uses for all track and gym class bookings.

Q: Who is Treshna Enterprises?

A: Treshna Enterprises are the software developers of GymMaster and the associated mobile booking app the Avantidrome uses.

Q: The Android version of the App says it's unreleased – can I still download it?

A: Yes, you can still download the Android version of this app. The app is still in development phase and it shows like this in the app store so that people are aware that it will be changing frequently and could crash. You are still able to install it on your phone, it is just a warning.

Q: I've forgotten which email address my membership is under

A: This will be the email address you gave us when you signed up with the Avantidrome or visited for the first time. If you are still not sure please just call us on 07 823 1421 and we'll get you sorted with your log in details.

Q: I've forgotten my password, what do I do?

A: Click on the 'Forgot password' link, then check your emails (the same email address your membership is under) where you will receive a link to reset your password to log in. If you still encounter log in problems please just call us on 07 823 1421 and we'll get you sorted with your log in details.

Q: The sessions on the app don't look like Avantidrome track sessions or gym classes - am I in the right place?

A: After you've downloaded the app, make sure sure you 'LOGIN'. Don't 'sign up for the trial' or you will be taken to a test database with made up classes, rather than the Avantidrome classes available to you as a member.

Q: I can book 3 months in advance on the Avantidrome website member portal but the app only provides options for 2 weeks in advance. Can I book further out on the app?

A: Currently the app is limited to only loading 7 days' worth of classes at a time. This is so that you aren't waiting forever for the page to load. You can specify which week you would like to look at though, just click the date icon at the top left of the timetable screen.

Q: I attend the same session regularly. Is there an easy way to do a recurring booking?

A: Unfortunately there is no way to do recurring bookings through the app or our website portal. Please just contact us at reception to set up a regular, repeat booking.

Q: I want to cancel a booking can't see how to on my Apple device.

A: Go to My Bookings from the main menu in the app and swipe left on the booking you wish to cancel.