



IMPROVING CLASS AVAILABILITY

No shows and late cancellation policy procedures

- Improved class attendance and availability
- Free cancellations up to one hour prior to class commencement
- Online mobile booking and cancellations
- Charges for fitness class non-attendance or late cancellations
- £3.30 or £2.80 penalty charge — dependent on class and customer status

TACKLING FITNESS CLASS NON-ATTENDANCE

Acting on our customer feedback; to prevent fully booked classes ending up having empty spaces when customers decide not to attend and provide very little, or no notice to the facilities, we are now piloting our new 'no show and late cancellation policy procedure' to address this issue and improve class availability for all.

This is a pro-active approach to improve the service we provide customers and their ability to participate in our popular studio class programme. The end goal is to have no late cancellations, zero no shows and therefore no penalty charges having to be applied.

Points to remember;

- Advance booking conditions remain the same
- Cancellations for members can be made with no penalty charge up to one hour prior to class commencement. Please note that Pay as you go customers can not be refunded but can transfer classes with no penalty charge up to one hour prior to class commencement.
- Cancellations can be made in person, by phone or online
- Penalty charges will be made for late cancellations (less than one hour prior to class start time - please note that cancellations are not possible online less than an hour prior to the start time) or for non-attendance of a class
- Attendance will be recorded automatically when swiping through our access barriers anytime within a 2 hour period prior to the class start time. If you have no access card it is important that you have the reception team record your attendance on the booking sheet on arrival
- Penalty charges are £3.30 or £2.80 dependent on the class and your member status
- No further class bookings can be made until any penalty charge has been cleared

“I find it really frustrating that I can't book onto classes, as they are already fully booked, yet when it comes round to the class there are several places available from no shows, ...”

-Customer comment

