

GROUP EXERCISE BOOKINGS

RULES AND GUIDELINES FOR MEMBERS



BACKGROUND

Members are requested to book into all group exercise classes on the timetable. Members may still be able to attend a class without an advance booking, however if the class is over-subscribed, priority will go to members who have made a booking.

RULES AND GUIDELINES

- All group exercises classes can be booked with all available spots on the group fitness class made available for advance bookings.
- Booking may be made over telephone, at club reception or through the online website.
- Bookings may be made up to one hour before the class commences.
- Classes cannot be booked for more than one person.
- Booking rights follow peak and off peak membership access rights.
- Advance bookings for Silver members can be made 8 days in advance
(e.g. can book on Monday for the following Monday).
- Advance bookings for Gold members can be made 10 days in advance
(e.g. can book on Monday for the following Wednesday).
- Guests of members can book a class on the day if there is available space.
- If a booking needs to be cancelled a minimum of 24 hours notice must be given.
- If a class is not cancelled (no show) or cancelled with less than 24 hours notice for three times or more in any three month period, the member may lose their advance booking rights for a period of one month.
- Health and Fitness Managers will monitor 'no shows' on a monthly basis through an exception report. First time offenders will be notified verbally, second time offenders will receive a "warning" letter from the General Manager and following that may lose their advance bookings rights.
- Members who have not made a booking for a class may attend the class provided there is space available. The number of places available for members without a booking for a class will be displayed on entrance.
- Should a class be over-subscribed, priority will go to members who have made a booking for the class.