

CLASS BOOKING GUIDELINES

With Autumn now upon us we have launched our new class timetable offering a vast selection of over 120 weekly classes to choose from. Some new additions include 'ReShape' and our 'HIIT30' classes which are proving to be very popular. In addition, we have added a selection of virtual spin classes to provide alternative options to members throughout the day.

Given the piqued interest in member's booking into classes, we have unfortunately experienced an increase in the number of no-shows and late cancellations of class bookings in recent months.

Our fitness studios can only hold a certain capacity and therefore our Pro Trainers manage waitlists for popular classes. We strive to provide the best service for our members and want to ensure each member gets to experience a fitness class of their choice.

POLICY OVERVIEW

Late cancel refers to cancelling your class within the four-hour window prior to a class beginning. This allows the space to become available to another member with the opportunity to get to the studio. If a member incurs four late cancels in the same calendar month, this will unfortunately lead to a 10-day class booking prevention.

A class no-show refers to a member who makes a booking but then does not attend the class without any cancellation notice. If a member incurs four no-shows in the same calendar month, this will unfortunately lead to a 10-day class booking prevention.

CLOSED DOOR OVERVIEW

Please arrive 10 minutes before class begins to set up and secure your place. Once our class begins, we will operate a closed-door policy. Once the door closes you will not be permitted to enter the studio

We kindly ask and remind members to cancel their bookings should they no longer be able to attend – especially on short notice.

From the 1st of November we are implementing an updated class booking policy. Our Pro Trainers will be screening attendance and closely monitoring no-shows / late cancellations. Should there be a pattern in frequent misuse of class bookings, a penalty of a 10-day class booking prevention will be imposed.

While we completely understand that sometimes this is unavoidable, our aim is to provide a smoother booking experience and to ensure fairness and respect to all our members.

You will receive an automated email should any of the above take place. Our Fitness concierge will subsequently follow up, if necessary, with you prior to putting a pause on your booking access.

We kindly ask that members book with intention to participate and familiarise themselves with this policy, with a view to avoiding any potential disappointments or penalties.

If you have any questions, please don't hesitate to ask one of our Pro Trainers who are always on hand to support.