

Class Attendance Procedure

Following client feedback we implemented the following changes to our class booking and attendance protocol:

- Bookings can be made by individuals up to 7 days in advance
- Your name and contact number will be required when booking
- Some of our classes now have a limited capacity
 - High Intensity Interval Training / Pilates / Zumba / Legs, Bums & Tums
- Classes will be filled on a first come first served basis
- Once a class is fully booked, we will start a waiting list for those interested and should any spaces become available then we will contact those on the list on a first come first served basis until the class is full
- Non-members must pay for the class at the time of booking, this can be done over the phone by card (minimum amount of £ or a 29p charge applies) and is non-refundable
- You must check in at reception on arrival and complete the booking confirming your attendance
- Entrance will not be permitted later than 10 minutes after the class start time (so please give yourself plenty of time to be ready for the class)
- Instructors reserve the right to refuse to instruct individuals who are disruptive, inappropriately dressed or disregarding their own or another's well-being

Cancellation policy

- All class payments are non-refundable
- Non-attendance by members that have pre-booked will result in that member being unable to pre-book for that particular class the following week unless we have been given at least 24 hours notice