

— CLASS & COURT BOOKING POLICY —

GENERAL – POST COVID19 BOOKING POLICY

Due to guidelines on social distancing & centre capacity levels we have put in place a booking system for Gym, Studio classes & Swimming sessions to manage and monitor usage to ensure the levels adhere to these guidelines.

- Classes, Gym, Swim and courts are available to members and non-members (casual & booking members) and require booking prior to attending a session.
- Classes and courts can be booked via our website at www.lifeleisure.net on your online account
- Bookings can be made ONLINE 7 days in advance by ALL members for all studio classes, gym sessions, swimming sessions and courts.
- Only customers who have booked onto a class/court/session will be admitted. Please ensure you are booked on otherwise entry to class/session may not be permitted due to capacity numbers.
- Gym & Studio Bookings can be made on site 7 days in advance from when the centre opens for all studio & Gym sessions/classes. Swimming bookings can be made 5 days in advance at the centre
- A maximum of three sessions can be booked in any 24 hour period. A maximum of 3 sessions can be booked if booking in club
- Non-members must pay on booking for all classes. Card payments only can be taken for all class/session bookings.
- Members/Non-members are required to swipe their membership card at a door, gate or reception on arriving for their class to register their attendance. Failure to do so will result in a booking charge being applied for non-attendance. Swim ticketed booking sessions are non-refundable
- You can only play adult indoor sports (including Badminton, Short Tennis and Table Tennis) if following the 'rule of six' as per government guidelines.
- You can only play adult outdoor sports (including football and rugby) if part of an organised sports team or if following the 'rule of six' as per government guidelines.
- Spectators are not permitted for any adult indoor sports activities.
- Parent / Guardian supervision is permitted for indoor activity (1 per participant), though all spectators must wear a face mask and follow social distancing and hygiene guidelines.

CANCELLATION POLICY

Due to guidelines on social distancing & centre capacity we have put in place a booking system to manage and monitor usage to ensure the levels adhere to these guidelines, the following cancellation policy will be applicable to all classes booked.

- If you cannot attend a class booking then you **MUST** cancel your booking to enable other users to book. Cancellation **MUST** be made no later than 2 hours before your booking. Failure to do so will result in a booking charge.*
- Non-members who pay for a Gym or Class booking who cancel no later than 2 hour before the class/court booking will be eligible for a refund or a credit note to be issued for use at a later date. Swimming sessions booked through the ticketing system will not permit refunds or credit notes.
- Customers who fail to attend or cancel a class in line with the required cancellation will be subject to a booking charge.*
- lifeLEISURE understands that exceptional circumstances occur from time to time which are out of a customer's control, meaning a customer is unable to provide the required notice for cancellation. Proof may be requested by the centre. Repeat non-attendance and late cancellation will not be accepted by any customer. Customers who find they cannot adhere to the class/court booking policy are advised to refrain from booking in advance and it is therefore recommended that bookings are made on the same day that the class takes place.

* If a member/non-member fails to attend a class, or cancels a class outside the cancellation policy (2 hour prior to the class/session) they will be charged £3.50 per class on their account.

CLASS ETIQUETTE

- Please arrive on time for your class. Entry may not be permitted after the warm up has commenced for safety reasons.
- Please use hand sanitisers when entering the centre
- Please report any injuries or medical conditions to the instructor before the class has started.
- lifeLEISURE reserves the right to substitute instructors and amend classes when required. In exceptional circumstances classes may be cancelled at short notice, but only once all efforts have been made to run the class.
- Please note timetables are subject to change, for the most up to date timetables please visit www.lifeleisure.net.
- Please ensure you scan in on arrival for your class/session & inform the instructor of your attendance.