

# GROUP EXERCISE

## BOOKING RULES & GUIDELINES



### BACKGROUND

Members are advised to book into all group exercise classes on the timetable.

While it is possible to attend a class without a an advance booking, if the class is over-subscribed, priority will be given to members who have secured their spot by booking.

### RULES & GUIDELINES

- All group exercises classes can be booked with all available spots on the group fitness class made available for advance bookings.
- Bookings may be made over telephone, at club reception or online through The Club Lounge.
- 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 (offline) as long as there is available space.
- If a booking needs to be cancelled, a minimum of one hour notice must be given.
- If a class is not cancelled (no show) or cancelled with less than one hour 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 & 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, advance bookings rights may be revoked.
- Members who have not made a booking for a class may attend the class provided there is space available.
- Should a class be over-subscribed, priority will go to members who have made a booking for the class.
- Classes and instructors are subject to change without notice.