



## GENERAL

1. We will always try to cover with an appropriate instructor, however this may not always be possible with specialist classes.
2. All users of this programme must be aged 16 years and over (except Youth Boxing/ Karate/ Family Friendly Clubbercise). Children are expected to behave responsibly. A copy of our "Behaviour Policy" is available on request.
3. All classes / instructors / venue are subject to change / cancellation / Replaced with Virtual Class.
4. Class duration may be subject to alteration. Times given are guidance only.
5. We reserve the right to cancel / curtail the class where numbers are deemed too low by the instructor
- 6. Arrive at least 5 minutes prior to class starting. Late entry to class will not be permitted.**
7. You must report your attendance to reception prior to the class starting
8. Personal belongings must be stored and locked away in the lockers provided
9. You must inform the instructor before the class starts, if you know of any injury or illness that may affect your ability to do the exercise and stop if you feel pain
10. If you cannot make a class, you must cancel through your online booking account or at reception at least 24 hours prior to the class to avoid a cancellation fee
11. If you do not turn up to a class you are booked in for and haven't cancelled; you will receive a strike. 3 strikes in 1 month will result in a suspension of booking rights for 14 days.

## INDIVIDUAL CLASS BOOKINGS

12. Applicable members can book 8 days in advance and are requested to cancel if unable to attend. (If a fee is applicable, this must be paid at the time of booking).
13. Non-members can book 7 days in advance and must also pay at this time.
14. No refunds can be given against booked classes unless cancelled by us.
15. Cash paid classes may be transferred, providing 24 hours' notice is given.

## COURSE BOOKINGS

16. Course bookings are to be made prior to the first class of the term, and are for consecutive weeks only.
17. No refunds will be given or "carry-overs" considered on course bookings
18. Courses may only be booked for specific class (i.e. consecutive weeks of 'x' class on 'x' day at 'x' time)
19. In the event of us having to cancel a class during a course, we will either extend the course by 'x' weeks or refund that portion of the course cost.