



Our group fitness classes are as popular as ever, currently we have 74 classes a week with over 1,400 places. Whilst we get so much good feedback, the frustration we hear from our members is not being able to get into their favourite class.

That is why we put in place the 'Fair Play' Policy to give everyone a fair chance. However recently it has been clear that another huge frustration is members who book but 'no show'. We have therefore revised our 'fair play' policy to reflect this, as follows:

Booking

- **For each one-week period from Monday to Sunday.**

Members may only book 6 days in advance a maximum of three classes. Unlimited bookings may be made 2 days in advance.

- Where back to back identical classes are programmed, only one class (not both) can be booked in advance (except on the day of the class)
- Bookings are only valid up to five minutes before the class start time. Otherwise, places may be allocated to those on reserve.
- Please ensure the circle appears on your phone if checking in with the Fitsense App. When using the membership card always check with the receptionist that your visit has registered.

Cancellations and no shows

- **The cancellation notice period is now four hours.** We know there will be exceptions but, in most circumstances, this is a reasonable time frame. It also allows those on reserve lists time to attend.
- **This cancellation policy applies to names on the waiting list too.** If you are on reserve and you know you are not going to make it, you must cancel at least four hours before the class.
- Once the four-hour period has elapsed, you will no longer be able to cancel your class on the Fitsense App. You are still required to call the Club in order that we can update the waiting list.

Penalties

Initially we will be notifying people to make sure that they understand the system and of course we don't want to impose penalties. However booking privileges may be revoked for a period if a member does not follow the fair play guide.

Thank you for your feedback and we hope this will allow the maximum number of members to enjoy more classes.

The Pavilion Team