

## GROUP EXERCISE BOOKING POLICY

1. Phone, kiosk and online bookings can only be made by current Platinum Pass, Gold Pass or MultiVisit Pass holders.
  - a) Phone bookings can be made on the day of the class only.
  - b) Kiosk bookings can be made on the day of the class only.
  - c) Online bookings open the day before the class.
2. A maximum of 5 classes can be booked at any one time.
3. Members are allowed to book one other member in to classes when booking over the phone.
4. Casual bookings must be paid for at the time of booking. Relevant identification must be shown at the time of booking to receive student discount or concession rates.
5. All participants must collect a class ticket from reception or the kiosk on arrival. Member ID / Photo ID must be presented on request.
6. Participants must collect their class ticket by the advertised starting time; otherwise the booking will be forfeited. No refund of cash or visit pass will be given.
7. Entry to the class more than 5 minutes after the advertised starting time is not permitted. This is for participant safety (as the warm-up will be complete) and to minimise disruptions for instructors and other participants. No refund of cash or visit pass will be given.
8. Entry to 30-minute high-intensity classes after the advertised starting time is not permitted. This is for participant safety (as the warm-up will be complete) and to minimise disruptions for instructors and other participants. No refund of cash or visit pass will be given.
9. A full refund/multi-visit pass credit will be given if a booking cancellation is made 30 minutes prior to the class commencing. No refund of cash or visit pass will be given for cancellations made less than 30 minutes before the advertised starting time.
10. Failure to attend a pre-booked class without cancellation a reminder will be sent via email to cancel a pre-booked class if not attending, the second time this occurs will result in the privilege to pre-book classes being withheld for one week.
11. Advertised group exercise classes and instructors are subject to change at any time and without notice.

Version Control	Date Effective	Approved By	Amendment
1	17 April 2018	Sharyn Cahill	Policy updated from previous URAC policy
2	12 November 2018	Sharyn Cahill	Policy update to cover booking in other members.

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