

Booking Policy

Group Exercise Classes

1. Bookings open 72hr in advance. Bookings are made online through the member portal and/or via the UniActive app
 2. You can book a maximum of 3 classes per day
 3. There are waiting lists if a class is at maximum capacity, and you will receive an email notification if a space becomes available.
 4. If you are unable to attend, please cancel up to 30min prior to the class start via the app or member portal
 5. Failure to cancel any pre-booked class will initiate a warning email and repeated no shows from a member may result in penalty fees to your account
 6. Casual visits can be purchased at reception prior to the class start
 7. No refunds are provided for casual visits within 30min before the class
 8. You must register for your class via a turnstile using your RFID band before each class.
 9. There is no entry 10min after the advertised class start time due to safety reasons
 10. Advertised timetable is subject to change at any time
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