

## Group Exercise Class Booking Policy

Effective 5th Feb 2024

- 1) Online bookings can only be made by current, Platinum, Aqua Premium, Aqua, Gold Pass, Fitness Passport or MultiVisit Pass holders.
- 2) Bookings are made online through the member portal and/or via the UniActive app
- 3) Online bookings open 48hours before the class.
- 4) A maximum of 3 classes can be booked on one day.
- 5) Casual bookings must be paid for at time of booking. Relevant identification must be shown at time of booking to receive student discount or concession rates.
- 6) There are waiting lists if a class is at maximum capacity, and you will receive an email notification if a space becomes available
- 7) You must register for your class via a turnstile using your RFID band before each class.
- 8) 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.
- 9) If you are unable to attend, please cancel up to **30min prior to the class** start via the app or member portal. 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 will incur a 7-day block from online booking. To attend classes during this time, you must see reception the day of your class. If there is availability reception will book you in.**
- 11) Advertised group exercise classes and instructors are subject to change at any time and without notice due to instructor and studio availability.
- 12) Children aged 12-13years of age cannot attend Rig Strength and Cardio boxing (without accompaniment by a parent/guardian)