

Class & Court Booking Policy

General

Classes and courts are available to members and non-members (casual & booking members) and require booking.

- Classes and courts can be booked at reception, by telephone or via our website at www.lifeleisure.net
- Bookings can be made ONLINE 7 days in advance by ALL members for all studio classes and courts.
- Only customers who have booked onto a class/court will be admitted. Please ensure you are booked onto the class otherwise entry to that class will not be permitted.
- Bookings can be made on site or via telephone 7 days in advance from when the centre opens for all studio classes.
- Telephone or In Centre Bookings - 2 bookings per call/person can be made at any one time.
- Non-members must pay on booking for all classes. Cash & card payments can be taken for all class bookings.
- Members/Non-members are required to swipe their membership card at a door, gate or reception on arriving for their class to register their attendance. Failure to do so will result in a booking charge being applied for non-attendance.

Cancellation Policy

Due to a high number of members failing to cancel booked classes, the following cancellation policy will be applicable to all classes.

- If you cannot attend a class or booking then you **MUST** cancel your booking. Cancellation **MUST** be made no later than 2 hours before your booking. Failure to do so will result in a booking charge.*
- Non-members who pay on booking who cancel no later than 2 hours before the class/court booking will be eligible for a refund or a credit note to be issued for use at a later date.
- Customers who fail to attend or cancel a class in line with the required cancellation will be subject to a booking charge.*
- life leisure understands that exceptional circumstances occur from time to time which are out of a customer's control, meaning a customer is unable to provide the required notice for cancellation. Proof may be requested by the centre. Repeat non attendance and late cancellation will not be accepted by any customer. Customers who find they cannot adhere to the class/court booking policy are advised to refrain from booking in advance and it is therefore recommended that bookings are made on the same day that the class takes place.
- Crèche cancellations must be made by 8.00pm the evening before your booking. Customers who fail to adhere to the policy will be subject to a booking charge.*

* If a member/non-member fails to attend a class, or cancels a class outside the cancellation policy they will be charged £3.50 per class (£2.00 per crèche slot)

Class Etiquette

Please arrive on time for your class. Entry may not be permitted after the warm up has commenced for safety reasons.

- Please report any injuries or medical conditions to the instructor before the class has started.
- lifeLEISURE reserves the right to substitute instructors and amend classes when required. In exceptional circumstances classes may be cancelled at short notice, but only once all efforts have been made to run the class.
- All timetables are updated every 6 months and can be accessed via our website www.lifeleisure.net
- Please ensure you scan in on arrival for your class & inform the instructor of your attendance.