

# 8 lifeleisure

## **Booking Rules**

Please ensure you're following our Hub Rules, which can be found on our website.

Failure to do so will result in being asked to leave the facility and no refund will be provided.

Group Exercise Classes are bookable online/via the app or in centre up to 8 days in advance, from 21:00.

All other bookings are available 7 days in advance, from 6:30am.

You may book unlimited sessions in a 24 hour period.

We offer a 6 hour non-refundable notice period on all pitch bookings for cancellations. If a cancellation is made prior to the 6 hour notice period then the full pitch price can be credited or refunded. Any cancellations made after the 6 hour notice period will not be eligible for a refund or credit.

## **Class and Court Cancellations**

Please make sure you cancel your booking at least 2 hours before your session.

If you cancel within 2 hours, a £3.50 charge will apply. You won't be able to make any new bookings until this charge has been paid.

For Pay As You Go customers, cancellations within this 2-hour window aren't eligible for a refund or credit note.

Court cancellations have to be made by a member of the hub team.

## **How our class waiting list works**

We run a waiting list for our adult group exercise classes on a first-come, first-served basis.

If you're next in line when a space becomes available, we'll automatically move you into the class and send you a quick update to let you know.

If your plans have changed and you no longer need the space, please cancel your booking in the app so another member can enjoy it.

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### **Noshows**

If you're unable to make your class, please cancel in time so another member can enjoy the space. A late cancellation or no-show charge of £3.50 will apply, and any future bookings will be paused until this balance is cleared.

For pay-as-you-go customers, missed bookings aren't eligible for a refund or credit note.