



Class Booking Policy

Class Bookings, Cancellations
and No-Show Policy

Lifestyle
Fitness®

To ensure fair access to classes and the best experience for all members, the following rules apply to all group exercise class bookings.

Class cancellations

- Members may cancel a booked class up to 2 hours before the scheduled start time without penalty
- Cancellations made before this cut-off will automatically release the space to another member
- Cancellations made within 2 hours of the class start time, or failure to attend, will be treated as a no-show

No-shows

A no-show occurs when a member:

- Has an active class booking, and
- Does not attend the class, and
- Does not cancel the booking at least 2 hours before the class start time

Waiting list bookings

- Members who join a waiting list are responsible for monitoring their email notifications and managing their availability
- If a space becomes available, members may be automatically added to the class at any point up to 2 hours before the class start time
- By joining the waiting list, members confirm they are available to attend the class on short notice

If added from the waiting list, the standard cancellation policy applies. This means:

- Members must cancel at least 2 hours before the class start time to avoid a no-show
- If a member is added within one hour of the 2-hour window and can no longer attend, they should cancel as normal. If they do not receive the notification until within the two-hour window, they should contact the club as soon as possible

The club will review these situations on a case-by-case basis and may remove the booking without penalty where appropriate.

No-show thresholds and booking restrictions

Repeated no-shows will result in automatic restrictions on advance class bookings:

- 3 no-shows within any rolling 30-day period
- 7-day suspension from advance class bookings
- A second occurrence of 3 no-shows within a rolling 30-day period (within 12 months of the first offence)
- 30-day suspension from advance class bookings
- Three or more occurrences (within a 12-month period)
- Indefinite suspension from class bookings, applied at the club's discretion

During any suspension period:

- Membership access to the gym remains unaffected
- Members may attend classes on the day only, subject to availability

Discretion and exceptional circumstances

The club reserves the right to apply discretion in exceptional circumstances. All decisions regarding no-shows, suspensions, and reinstatement of booking access are final.