

Causeway Coast and Glens Leisure Facilities Class Booking Information

CLASS BOOKING TERMS and CONDITIONS

- Book classes 7 days ahead at 7am and you can cancel up to **2 hours** before the class starts.
- If you can't make the class – please cancel to allow others to book a space.
- Always check in at reception before the class starts.
- If you arrive too late – you may not be able to participate in the class for health and safety reasons.
- When classes are full, you are placed on a waiting list of up to 5 people.
- When a space becomes available the system will contact **ALL** on waiting list via email – therefore please check your emails if you have been placed on a waiting list. **THESE EMAILS MAY GO TO YOUR JUNK FOLDER SO PLEASE CHECK**
- If you are contacted off the waiting list, you must log into the app and book that space that has become available.
- The first person to click on the class, will be added to the class. If you have been contacted and there is no space to book, this means you have missed the space this time.
- If you have been contacted and don't intend to take the space, then please cancel the class to allow someone else to be contacted.
- Other members won't be contacted until you remove yourself from the class waiting list.

CLASS BOOKING STRIKE INFORMATION

What is a strike?

- If you book a class and do not swipe, attend, or cancel your booking inside the 2hr cancellation period you will receive 1 strike.
- To avoid a strike it is essential to check in at reception.

NO Swipe = 1 STRIKE

3 Strikes = a BAN

How does this work?

- If you receive 3 strikes in a 30-day rolling period you will receive a ban.
- The ban will prevent you from booking a class online for 30 days.
- Class bookings can still be made at the main reception desk on day of class.
- The ban will last 30 days and will automatically be removed from your account, when it expires the strikes will be set to zero.
- If you have a ban on your account, you will see a message on your screen when you try to book.
- For further information, please contact reception.

CLASS MEMBER CODE OF CONDUCT

Pre-Booking

- It is recommended to pre-book workout classes to avoid disappointment.
- You can pre-book your class via the App, online or your local facility website.
- Classes will be available to book 7 days in advance at 7am.

- Session times for studio classes will be as per the booking. This period includes access time and a 5 min turnaround period at the end of the session.
- Your class booking may be cancelled within 2 hrs of your class starting.
- Failure to cancel your class will incur a “did not attend record” strike on your account.
- Any member not showing up for 3 classes within a 30 day rolling period will have their booking rights withdrawn for a period of 30 days.

Entry

- Please do not attend the centre if you or a family member are unwell.
- You must pre-book your class to gain entry.
- Check in at reception.