

Waiting list and Fair Play

Waiting List Update

With the new Leisure Management System we can update our waiting list process to an 'Automatic Promotion'.

What does this mean?

If a class is full, you can add yourself to the waiting list and when a space becomes available you will **automatically be added to the class** (an email will also be sent to you to advise but you can also check your status via the app or website).

If you no longer need to attend the class, please ensure you **cancel** your space so it can be allocated to somebody else. This applies if you're **'booked'** into the class or on the **'waiting list'** – please cancel your space if you no longer need it.

Cancellation Policy

With our current cancellation policy, you need to cancel your space a minimum of 3 hours before your class/session takes place.

We know that life happens, so you now have up to sixty minutes before your activity start time to cancel. Cancelling your space allows us to offer the space to someone else and makes it fair for everyone.

What does this mean for the Fair Play Policy?

Once we're settled with the new leisure management system, we will introduce a 'strikes' policy, rather than charging a fee.

This means, if you don't cancel your space with more than 60 minutes' notice, we will add a 1 'strike' to your account.

If you have up to 3 'strikes' on your account in a 30-day period, your pre-booking privileges will be revoked for 7 days - meaning you won't be able to pre-book any classes for that duration.

Please note – **we will not be** implementing the Fair Play Policy until we're settled with the new system, so don't worry. Once it's ready to launch we will give you advance warning, so ensure you have your email addresses up to date and app notifications switched on.