



New Membership Class Booking Terms & Conditions 2024

Dear Members

Firstly, we wish to thank everybody who replied to our original update and to all those who attended the forum last Friday 21st June 2024.

We have carefully gone through all the feedback received and from this we have made amendments to our original proposal considering what is most important to you whilst still achieving our key goal of a fairer class membership booking system for all.

The **NEW** updated Terms and Conditions will be introduced from **1 September 2024**.

NEW Class Booking Terms & Conditions

These Terms & Conditions apply to **ALL** Class bookings and **ALL** membership categories as follows:

- Pure Studio (Classes only)
- Aqua Plus (Pool & Classes)
- Fitness & Studio Plus (Gym & Classes)
- Platinum (Pool, Classes & Gym)
- Staff Classes
- Staff Platinum/All-Rounder.
- Non-Members

To confirm, this will apply to **ALL** subscriptions: Bradfield Staff, St Andrews Staff, Parents, Old Bradfieldians (OB's), Pupils & Standard Member Annual/Fixed Term and Standard Direct Debit members.

Penalty Fee's

1. A £5.00 penalty fee will be charged for all no-shows without cancellation.
2. A £5.00 penalty fee will be charged for all late cancellations (defined as *within 2 hours of the class time*).
3. All class penalty fees must be cleared before booking rights will be reinstated.
4. An option to pay penalty fees online will be available.
5. All appeals will be assessed on a case-by-case basis.

Booking

All Active Class Membership subscriptions allow unlimited classes to be booked each week as long as a membership is not in arrears. The following details how classes can be booked:

1. All Standard Class Members (non-staff) may book **5 classes with priority booking rights 7 days in advance** per week*.
2. All Staff & St Andrews Staff Members may book **3 classes with priority booking rights 7 days in advance** per week*.
3. All Members (both Standard & Staff/St Andrew Staff) may book further classes 3 days in advance, these are included in your membership subscription but need to be booked by either calling reception 01189 644 600 or in person. You will not be able to book additional classes online.
4. All Non-Members & All Non-Class Members may book classes 3 days in advance. Upon booking, payment must be made: £7.00 for Studio Classes and £9.00 for Mind & Body.
5. All Payments made for class bookings are non-refundable.

**Week is defined as a rolling week.*

New Dashboard

A new Class booking dashboard on the App will be introduced on 1st September 2024. This will improve the booking experience with new features such as allowing members to book classes for joint/family members simultaneously. Further exciting information concerning this will follow!

Finally, we will review how the New Terms & Conditions alongside the New Dashboard is working at the end of October before re-opening the books to New Class Members.

Thank you for your continued support.

James Wade
Sports Complex Manager

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