

Class Booking and Cancellation Policy

- 1.1 A Saver or Daytime membership has a facility for you to book 7 days before the class becomes available.
- 1.2 All other memberships have a facility for you to book fitness classes 8 days in advance. For full terms please see our facility regulations posted on Wirral Leisure Centre noticeboards.
- 1.3 All members can book their classes online or via the app (the App can be downloaded via the APP store on Android devices) from 06:00 on the appropriate day. Any person can also call the Bookings and Information line on 0151 606 2010.
- 1.4 If you have booked a class and no longer require your class booking please ensure you delete your booking by using the app, cancelling online or phoning the Bookings and Information line on 0151 606 2010. All cancellations whether by the app, online or phone must be made no later than 3 hours before the time a class is due to start (This allows other members the opportunity to take up the place).
- 1.5 If you do not cancel more than 3 hours before the class is due to start you will be in breach of the Class Booking and Cancellation Policy and will receive an automated non-attendance email to the address you supplied at the time of booking if you booked online but otherwise to the email address you supplied us with when you took out your membership.
- 1.6 When arriving at your class it is essential that you check in at a kiosk or at reception to have your attendance recorded.
- 1.7 Failure to check in appropriately and /or attend your class means you will be regarded as not having attended the class and the failure is counted as non- attendance. You will be notified of these non-attendance events via email.
- 1.8 Non – attendance on 5 or more occasions in a calendar month means you will lose the facility to book in advance from the 1st of the following month for 14 days. For example; 5 non attended classes in September will result in the loss of booking rights in the following month of October for 1st October to 14th October inclusive.
- 1.9 Each calendar month is be treated independently of other calendar months. Therefore, for example, 5 breaches in September, will affect October booking rights but only 2 in October and 3 in November will not affect December booking rights.
- 1.10 Any individual that has a class booking that overlaps on time on the same day will be removed from all classes bar the final class booking they made, e.g., If bookings were made in this order; 9am Aqua, 9.30am Revs and 9.30am Boxercise. You will be deleted from Aqua and Revs and will have your name kept on the Boxercise register. Should you be on waiting lists of classes that overlap, this rule will not apply, deletion will only occur once you book yourself onto a class that conflicts with another.

