

## CLASS BOOKING POLICY (FAQ's)

- 1. Class bookings can be made via the mobile app 9 days in advance or 8 days in advance at Club reception, either in person or over the phone. Bookings open at 7pm for Harbour Club Chelsea.**

The time that classes can be booked in advance for David Lloyd Clubs varies as follows:

### **6:30 PM for the Clubs below:**

Bolton, Cheadle, Cheshire Oaks, Chorley, Derby, Harrogate, Hull, Knowsley, Leeds, Lincoln, Manchester North, Manchester Trafford City, Newcastle, Nottingham, Nottingham West Bridgford, Shrewsbury, Speke, Sunderland, Teesside, Warrington, York.

### **7:00 PM for the Clubs below:**

Basildon, Brighton, Bristol Emersons Green, Bristol Long Ashton, Bristol Westbury, Bromsgrove, Cardiff, Chelsea, Dartford, Eastbourne, Exeter, Farnham, Gidea Park, Gloucester, Hampton, Kensington, Kings Hill, Maidenhead, Maidstone, Notting Hill, Poole, Port Solent, Ringwood, Sidcup, Southampton, Southampton West End, Southend, Swansea, Swindon, Wickwoods, Woking, Worcester, Worthing.

### **7:30 PM for the Clubs below:**

Aberdeen, Belfast, Bicester, Birmingham, Bury St Edmunds, Cambridge, Colchester, Coventry, Dublin, Dudley, Dundee, Edinburgh, Edinburgh Shawfair, Glasgow Renfrew, Glasgow West End, Hamilton, Hatfield, Ipswich, Leicester Narborough, Lichfield, Luton, Milton Keynes, Newbury, Newhaven Harbour, Norwich, Oxford, Peterborough, Reading, Rouken Glen, Royal Berkshire, Rugby, Solihull Cranmore, Stevenage.

### **8:00 PM for the Clubs below:**

Acton Park, Beaconsfield, Beckenham, Brooklands, Bushey, Cheam, Chigwell, Cricklewood, Enfield, Epsom, Finchley, Fulham, Heston, Kidbrooke Village, Kingston, Northwood, Purley, Raynes Park, Sudbury Hill.

**Q.** How do I access the mobile app?

**A.** When you launch the app on the first occasion it will ask for your mobile number, you will then be sent a verification code to input in to the app. Once you have completed these steps you will need to verify your account with your membership number, date of birth and postcode to create your account.

**Q.** Does the 8 or 9 days include the current day?

**A.** You can book 8 or 9 days ahead of the current day so if you were booking on a Monday you can book for the following Wednesday via the app or Tuesday via reception from 8pm.

**Q.** Why do people booking on the app get an extra day's booking rights?

**A.** We want to encourage members to use our app to speed up the booking process and improve the experience for other members at reception.

**Q.** If I class is full that I'd like to book, how am I made aware that a space has become available?

**A.** This 'Alert Me' service is available in the mobile app. simply click on the class and if it is full at this time, you will have an option to toggle an alert on or off. You must also have allowed the David Lloyd app to send you push notifications. You can manage this in your settings.

## **2. Classes can be booked for any person connected with your membership package.**

**Q.** I can't seem to make a booking for my partner or child on the app. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members on their membership account. This can be done via the 'Permissions' section in the mobile app settings

**Q.** Can I make a booking at reception for my friend?

**A.** You can only book for yourself and any other members linked to your membership. Your friend must make their own booking.

## **3. Bookings for junior members under 14 years of age can only be made by an adult (parent or guardian). Any adult linked to a child's membership may make the booking.**

**Q.** I can't seem to make a booking for my child via the app. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members including juniors on their membership account. This can be done via the 'Permissions' section in the mobile app settings

## **4. Certain classes are restricted by age group. Junior members can only be booked onto a class that is appropriate for their age.**

**Q.** What is the minimum age for Group Exercise classes?

**A.** The majority of our classes are open to 14+ years, however we would advise a Group Exercise Welcome is booked to discuss classes that are appropriate for this age group. Juniors aged 14 & 15 years must be accompanied by an adult. It is compulsory for them to complete a CID form along with their parent prior to attending their first class. This can be completed at the Group Exercise Welcome or on their first Gym visit.

**5. All chargeable classes and courses must be paid for in full at the time of booking. Refunds will only apply if 24 hours notice of cancellation is given for the class booking time or before the first instance of a course.**

**Q.** Why can't I pay when I turn up?

**A.** You can if that is when you are making the booking. We require payment at the time of booking to ensure there is a commitment on the part of the member to that class or course as other members may have wanted to book but cannot as the class or course is full.

**Q.** Why can't I get a refund once the class or course has started?

**A.** There is a limit to the number of members that can take part in a class or course. Once the class or course has started we are unable to re-sell to another member. We need a commitment from the member booking to ensure that it can be delivered as planned.

**Q.** What if I am unable to attend for a reason outside of my control?

**A.** If we have 24 hours notice before the start of a class or the first week of a course then you are entitled to a refund. If less than 24 hours notice is given then no refund applies. The policy needs to be fair and consistently applied.

**Q.** Can I get a refund if I book via the app?

**A.** Yes, providing your cancellation is more than 24 hours before the booking time or first instance of a course when you cancel your booking the same card that was used to process the app payment will be refunded.

**Q.** If I've booked via the app can I get a refund in club?

**A.** No. if you've booked and paid in club by cash/card then you can only obtain a refund in club by cash/card and if you've paid via the app you can only get a refund using the card that you purchased with via the app.

**Q.** What if I cancel via the app with less than 24 hours notice?

**A.** You are still able to cancel and remove the booking but you will not be eligible for a refund and you may receive a cancellation notification.

**6. If you do not turn up to a class booking or cancel a class that becomes full and the space is not rebooked by another member, a 'no show' or 'cancellation' notification will apply.**

**Q.** Why do we have cancellation policy?

**A.** Classes that are fully booked in advance yet have spaces that remain unused are a major

frustration to those members that were unable to book and participate. One of the aims of our policy is in the interest of all members to maximise the opportunities to participate. We want to encourage members to cancel as early as possible and also not penalise those whose space has been reused by someone else. Therefore, if you find out an hour before that you can't attend, you have an incentive to cancel; there is still a chance other members are waiting to take your spot.

**Q.** When is the latest time I can cancel without risk of receiving a cancellation notification

**A.** There is now no time threshold. For many classes that do not reach capacity, you could cancel at any point without impact. For our busiest classes, you can also cancel at any time and you will only receive the cancellation notification if your space ends up wasted. Therefore, the earlier you cancel, the more members we can notify and the greater the likelihood of your space is of being re-booked.

**Q.** Why are cancellation notifications only applied to full classes?

**A.** If a class does not become full, there is always space for other members to book so the fact that a member cancels has not affected anyone else. We don't want to penalise anyone unnecessarily so we will only award a cancellation notification if another member has missed a chance to book the space as a result. This means we will only apply cancellation notifications to classes that hit maximum occupancy.

**Q.** How do you know whose space has been booked by whom?

**A.** If 2 people cancel on a class that was full and only one member re-books, we will only apply the cancellation notification to the member who cancelled last. This should incentivise early cancellation on the occasions members can no longer attend.

**Q.** My class is never full. Why should I book?

**A.** Booking gives you a guaranteed space and it enables us to communicate with you about any changes to your class. From our perspective, it allows us to plan the session if we know the numbers in advance and more generally, the booking data helps us programme the wider timetable more effectively.

**Q.** Do 'no-shows' apply to classes that do not get full?

**A.** Yes, we want to encourage behaviour that is respectful of other members so we will always apply a no-show if you don't attend and don't cancel regardless of how busy the class is. For many classes our instructors plan their sessions based on the numbers who have booked and having accurate booking data also helps us programme our timetable more effectively.

**Q.** Could I receive a cancellation notification even if I cancel 8 days before the class?

**A.** Theoretically, although it is highly unlikely that such busy classes do not get re-booked with such advanced notice. Classes that are so popular have a number of members subscribed to alerts. The earlier a cancellation, the greater the probability is that it will be reused.

**Q.** What is the point of cancelling a class if I know that it has been fully booked and therefore I run the risk of getting a cancellation notification anyway?

**A.** The earlier you cancel a class, the greater the chance that another member can book your cancelled space. We notify members as soon as spaces become available via the 'Alert Me' feature on the mobile app. This will only work if members cancel when they know they cannot attend, so if you know that you cannot attend a class, cancel as early as possible to allow other members the best possible chance of rebooking the space.

**Q.** How will you know if I have arrived and/or attended?

**A.** You need to ensure you swipe your membership card at reception. This is

important as if we do not have this 'check in' in it will appear as a 'no show'. It is also important that you use the correct membership card. Registers are also kept by our instructors and no-shows will be applied to members who are on the list who do not turn up. It is the responsibility of the member to swipe in not the reception team.

**Q.** If a member cancels, how are other members informed that spaces are available?

**A.** Members can choose to be alerted if classes are full by turning on the 'Alert Me' function on the mobile app for each individual class. These members will be notified by push notification if a space becomes available in order of when they turned this on. Therefore, the member at the top of the list, first to turn alert me on, will receive the notification before anyone else and then the next member and so on at 2/3 minute intervals. Therefore, the person at the top of the list has a better notice and chance of booking the new space than the member 4<sup>th</sup> on the list and the situation where all four members are alerted and three miss out is avoided.

**Q.** Why can't this automatically book the space for me?

**A.** We want to ensure that the numbers of no-shows are kept to a minimum in the interest of all members. Therefore, we need you to confirm that you want to attend by booking the new space when you have been alerted that it has become available. This alert may only arrive a few minutes before the class and if we were to automatically book you in, you may have made other plans by then and would therefore be a no-show.

**Q.** How will I be notified that I have received a cancellation or no show?

**A.** Providing you have supplied an up-to-date email address then you will receive an email for each.

**Q.** What happens if the club cancels the class?

**A.** The club will inform you and a cancellation notification will not apply or will be removed. This is not relevant to non-fully booked classes.

**Q.** I have received a 'cancellation/no-show notification'. How has this happened?

**A.** If you receive a cancellation notification then you must have cancelled your booking for a full class and the space was not rebooked by another member. For a no-show then it may be that you haven't 'swiped in' or used the correct membership card to access the club before the session start time. It is also possible that we have noticed that you have entered the club in time but not participated in the session you booked.

**Q.** I have received a 'cancellation/no show' and I have a question who do I contact?

**A.** If you have any questions please contact reception or direct your query by email to the attention of the Fitness Manager. See reception or the website for club specific contact details. The club should respond to your request within 48 hours.

**Q.** What if the booking system is down or the club security gates are not working?

**A.** If the booking system is down we will ensure that no inappropriate no-shows will be recorded. If the security gates are not working you must check in with reception.

## **7. Three class cancellation or no-show notifications in any 30 day period will result in the loss of advanced booking rights for 1 week (7 days).**

**Q.** Why over a 30 day period why not 60 days for example?

**A.** The rule is to encourage members to participate or to cancel with enough time to allow other



members to book and join in. We feel that 3 times in 30 days is appropriate for the volume of class bookings our members generally make each week.

**Q.** If my class booking rights are suspended does that mean I can't take part?

**A.** No, it just means that you wouldn't be able to confirm a space in advance by booking. You would be free to turn up and participate should spaces be available at the start time of the class.

**Q.** Can I still book racquet courts if I am suspended?

**A.** Yes, the suspensions are distinct by type of activity, courts or classes, so if you're suspended for classes, you can still book courts and vice versa.

**Q.** I book multiple classes per week, 3 times is disproportionately low compared to a less frequent booker. Why is this not calculated as a percentage of bookings instead?

**A.** It is important that the policy is simple and easy to remember, calculate and enforce.

**8. If you arrive after the scheduled start time of a class, the instructor reserves the right to deny entry if deemed unsafe and another member may take your place.**

**Q.** Why can't I join in if I'm late and there are spaces available?

**A.** There are certain classes due that due to the nature of the activity would be unsafe for you to take part in if joined late. To ensure a duty of care to our members we will not allow them to participate if the instructor believes this could present a health & safety risk.

**Q.** I've turned up a few minutes late and someone has taken my space and there are no other spaces available. Why don't I have priority?

**A.** If you turn up at or before the scheduled start time of the session you will have priority over any member who has not booked. If not, then we may offer your space up to another member waiting. It may be unsafe for this member to join in at a later point after waiting to see if the original booker is going to turn up.

**Q.** Will I receive a no-show if I arrive after the class start time?

**A.** If you swipe into the club more than 15 minutes past the class start time, then we will assume you are a 'no-show' as this space could well have been offered to another member by this point.