

### **Class cancellation policy – The Leisure Club at Whittlebury Park**

#### **Overview and purpose;**

The class cancellation policy is in place to be fair and consistent to all Leisure Club members.

The policy shows a degree of flexibility.

#### **Outline of policy**

- Members are able to cancel classes through the mywellness app, for any reason, as long as there is more than 60 minutes remaining prior to the class commencing.
- Should there be less than 60 minutes remaining to the class commencing members must call the Leisure reception desk on 01327 850450 to cancel their space on the class as cancellation through the app will no longer be allowed.
- Should members not attend a class without cancelling they will be given a penalty on their booking account.
- If a member accumulates 2 penalties or more, they will be blocked from booking classes for 10 days.

#### **Other information members should consider**

- Book as early as possible through the mywellness app.
- Members can currently book classes 10 days in advance.
- Remembering to cancel your space enables the opportunity for other members to book.
- Should you not cancel your space through the mywellness app this could affect your ability to book future classes.
- The mywellness app also operates a class waiting list so you will be notified through the app should a space become available if you have joined the waiting list for the class.
- Please note the waiting list system operates on a first come first served basis.
- Please ensure you turn on notifications for the mywellness app on your phone.
- Should a member be blocked from booking classes for 10 days they are still able to use the pool area, gym and heat and ice experience during opening hours.

**For further information please contact the Membership Team**

**[membership@whittlebury.com](mailto:membership@whittlebury.com) or 01327 850467**