



## Wickham Recreation Precinct

### **GROUP FITNESS & PLAY PROGRAM BOOKING GUIDELINES FORM**

#### **1. Booking Rules**

- ❖ Classes that require bookings: ALL CLASSES & PLAY PROGRAM
- ❖ Clients are required to book & Cancel their desired class via the MINDYBODY APP.
- ❖ If you show up for class (that requires pre-booking) without a booking, we cannot guarantee a place for you in the class.
- ❖ There is no cut off time for booking into a class
- ❖ Please be mindful booking too far in advance, we all know how busy life can get, which can lead to us over committing and failing to cancel or make class, potentially leading to a no show fee \$12 per class.

#### **2. Payment**

- ❖ All bookings must pre-pay with 1 of the below payment methods in order to secure their booking.
- ❖ \$12 Casual pass can be paid; Mindbody App/Reception/Over the phone
- ❖ 10 Pack Group Fitness Card (Can purchase through App/Reception/Over the phone)
- ❖ Group Fitness Memberships (purchase via reception)
- ❖ Gold Membership (can purchase via reception)
- ❖ Play Program 10x,20x, 50x pack passes or Casual Session \$4

#### **3. Cancellations**

- ❖ So, you made a booking for a class but something comes up and you can't make it. What should you do? We get it, things come up. Cancel your booking through the MINDBODY APP or by calling reception on 9186-8684
- ❖ Please cancel ALL bookings no later than 5 hours before a class's start time so that someone else can experience the great workout you'll be missing.
- ❖ If you fail to cancel a booking and do not make it to class, we will charge the cost of the class as a "no show" fee of \$12 which will be added to your account.
- ❖ All Gold & Group Fitness memberships will receive a strike next to their membership for failure to attend/cancel booking, 3 strikes against your membership will result in the member being un-able to make any bookings for 1 week, and if this becomes a re-occurring issue the member's membership may be revoked.

#### 4. Other

All Group Fitness sessions aim to run strictly on-time, doors will be shut at the start of the session, if you do not make it in time to your session and the door is closed this will be marked off as a “no-show” resulting in either the cost of your casual session, your pass being marked off or a strike next to your membership.

Wickham Recreation Precinct prides itself on the expertise and professionalism of their Instructors. They are enthusiastic about your class and will provide feedback and encouragement, particularly when the going gets tough, giving you continual motivation and feedback.

You are no longer alone or need to rely on others to motivate you, your Instructor will challenge you and keep assisting you in reaching your goals.

Member's Name \_\_\_\_\_ Date: \_\_\_\_\_

Members  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Instructor Name \_\_\_\_\_ Date: \_\_\_\_\_

Instructors  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Leisure Duty  
Manager's  
Signature \_\_\_\_\_ Date: \_\_\_\_\_