



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

## **1. Booking Rules**

- Classes that require bookings are RPM, SPRINT, TBC & PLAY PROGRAM
- Clients are required to book in for their desired class, either by phone or visiting reception (during business hours)
- Members can book for themselves and 1 friend/partner
- If you show up for class (that requires pre-booking) without a booking, we cannot guarantee a place for you in the class.

## **2. Payment**

- All bookings must pre-pay with one of the below payment methods in order to secure their booking (must state which payment method at time of booking)
- 10 Pack Group Fitness Card
- Group Fitness Memberships
- Gold Membership
- Casual Group Fitness Pass \$12 (over the phone payment is accepted)
- Play Program 10x, 20x, 50x pack passes or Casual Session \$4

Payment is required during WRP business hours

- A copy of membership card may be requested by Instructor
- No cash will be accepted at the start of these sessions

## **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 by calling reception on 9186-8684 or stopping by the front desk during business hours.
- **Please cancel ALL bookings no later than 1 hour before a class's start time so that someone else can enjoy the great workout you'll be missing.**
- If you fail to cancel a booking and don't make it to class, we will charge the cost of the class as a "no show" fee (casual sessions & 10x packs only)
- 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.
- Saturday morning Group Fitness & Play Program booking cancellations must be made by Facebook messaging the WRP Facebook Page (due to reception not being open before class), please don't privately message or call the Instructors/Program Attendants

#### 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 \_\_\_\_\_

Member's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Instructor Name \_\_\_\_\_

Instructor's Signature \_\_\_\_\_ Date: \_\_\_\_\_

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