



BISHOP
GROSSETESTE
UNIVERSITY

CLASS ATTENDANCE PROCEDURE

Following client feedback, we implemented the following class booking and attendance protocol:

- Bookings can be made by individuals up to 7 days in advance
- Your name and contact number will be required when booking
- All classes have a limited capacity
- Classes are filled on a first come first served basis
- Once a class is fully booked, we start a waiting list for those interested - should spaces become available we then contact those on the list on a first come first served basis until the class is full
- Non-members must pay for the class at the time of booking – card payments are accepted (minimum amount of £3.00 or a 29p charge applies)
- You must check in at reception on arrival to confirm your attendance
- Entrance will not be permitted later than 10 minutes after the class start time, so please give yourself plenty of time to be ready for the class
- Instructors reserve the right to refuse to instruct individuals who are disruptive, inappropriately dressed or disregarding their own or another's well-being

CANCELLATION POLICY

- All class payments are non-refundable and non-transferable
- Non-attendance by members that have pre-booked will result in that member being unable to pre-book for that particular class the following week, unless we have been given at least 24 hours notice