



GROUP FITNESS

GOLDEN RULES

- 1 //** BOOKINGS ARE REQUIRED FOR ALL CLASSES VIA THE APP OR CLIENT PORTAL — NO EXCEPTIONS. ONLY BOOKED PARTICIPANTS MAY ATTEND.
- 2 //** CLASSES FOR THE FOLLOWING WEEK ARE RELEASED WITHIN 15 MINUTES OF THE CORRESPONDING CLASS FINISHING IN THE CURRENT WEEK.
- 3 //** MEMBERS MAY HOLD ONE BOOKING PER DAY, PER CLASS TYPE. THIS HELPS MANAGE AVAILABILITY FOR AQUA AND N-ZONE CLASSES.
- 4 //** CANCELLATIONS MUST BE MADE AT LEAST 3 HOURS PRIOR TO ANY GROUP FITNESS OR AQUA CLASS.
- 5 //** A \$15 NO-SHOW FEE WILL APPLY ON EVERY SECOND NO-SHOW WITHIN A 28-DAY PERIOD.
- 6 //** A \$15 LATE CANCELLATION FEE MAY APPLY TO CLASSES CANCELLED WITHIN THE 3-HOUR CANCELLATION WINDOW, AT MANAGEMENT'S DISCRETION.
- 7 //** TOWELS ARE REQUIRED FOR ALL CLASSES. MEMBERS MUST ALSO WEAR APPROPRIATE WORKOUT CLOTHING AND FOOTWEAR. SANDALS ARE NOT PERMITTED IN THE STUDIO, AND INAPPROPRIATE ATTIRE, INCLUDING UNDERWEAR-ONLY IN THE POOL, IS NOT PERMITTED.
- 8 //** IF YOU ARRIVE MORE THAN 5 MINUTES LATE, YOU WILL NOT BE PERMITTED TO ENTER THE CLASS AND THE NO-SHOW FEE MAY APPLY.
- 9 //** THERE IS NO RESERVING OF POSITIONS WITHIN THE CLASSROOM OR POOL. AT ANY TIME BEFORE OR DURING THE CLASS, THE INSTRUCTOR RESERVES THE RIGHT TO MOVE MEMBERS AROUND TO ENSURE THE SAFETY OF MEMBERS.
- 10 //** IF YOU ARE PROMOTED FROM THE WAITLIST INTO A CLASS, YOU WILL RECEIVE A EMAIL NOTIFICATION. IF THIS OCCURS WITHIN THE 3-HOUR CANCELLATION WINDOW AND YOU DO NOT ATTEND, NO PENALTY WILL APPLY.

PLEASE SEE RECEPTION IF UNSURE



AQUA ATTENDANCE

GOLDEN RULES

- 1 //** ATTENDANCE IS PROCESSED IN BOOKING ORDER AND MARKED AT THE BEGINNING OF EACH CLASS.
- 2 //** IF A MEMBER IS NOT PRESENT FOR ROLL CALL, ENTRY INTO THE CLASS WILL NOT BE PERMITTED. TO ENSURE THE SAFETY OF ALL MEMBERS, PARTICIPANTS MUST BE PRESENT AT LEAST 5 MINUTES PRIOR TO THE START OF CLASS TO ENSURE ROLL CALL IS COMPLETED ON TIME AND TO ALLOW FOR AN ADEQUATE WARM-UP.

PLEASE SEE RECEPTION IF UNSURE