

Group Exercise Policy December 2017

Introduction

The purpose of this policy is to ensure the smooth and efficient operation of our Group Exercise Classes. By following the correct procedures yours and your fellow members experience will be enhanced and we will have accurate data to benchmark and improve our group fitness offering moving forwards.

Group Fitness Bookings

Bookings can be made by:

- Logging onto your account online – 8 days in advance
- At reception – 7 days in advance
- Via the telephone – 7 days in advance

Non-members must make payment at the time of the booking.

To secure a place and avoid disappointment we recommend you book on all the classes prior to attendance.

Attendance

If you are unable to attend a class you have booked please cancel as soon as possible. This will give anyone on the waiting list the opportunity to attend the class. When the Customer Service Assistant is informed of your absence they will contact the first person on the waiting list to offer them a space that has become available.

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Please ensure where possible that you swipe your membership card at the entrance before the start of a class to mark you in. The instructor will also take a register to ensure class numbers are correct and do not exceed the maximum occupancy.

Attendance Monitoring

If you have 4 or more non attendances in a month you will receive a courtesy phone call from one of our team to make you aware of your non-attendance to classes for that month.

Non-attendance can prevent other customers being able to attend the class if there is a waiting list and produces inaccurate data limiting the ability to accurately monitor occupancy levels.

Should a member repeatedly continue to book classes and not attend for a number of months their ability to book classes will be revoked and in some instances it may lead to memberships being revoked.

Class Etiquette

Customers should arrive at least 5 mins before the class. Entry will not be allowed after the warm up for safety reasons.

Any injuries or medical conditions should be reported to the instructor prior to the class starting. If you are new to a particular class please make this known to the instructor who will then do their best to ensure you are comfortable and can follow the instruction.

Our group exercise classes are suitable for all levels of fitness, however they may vary in complexity. Participants are always recommended to work at their own level, rest when needed and take the alternatives offered by the instructor when required.

Correct footwear that is secure and comfortable and appropriate clothing must be worn in classes. We also recommend you bring a workout towel and bottle of water for each session

Active Tameside reserves the right to substitute instructors, amend classes when required and in exceptional circumstances cancel a scheduled class if all attempts to run the class fail.