



# STUDIO INFORMATION

## BOOKING PROCEDURE

Please note that all Studio Classes may be booked Online (Members) via the Club Website or via Club Reception either in person or by telephone (Members and Non-Members), from 9.00am each day ([www.ipswichsportsclub.co.uk](http://www.ipswichsportsclub.co.uk) or 01473 251143).

**Members** can book Studio Classes 1 week (7 days) in advance; **Non-Members** can book 6 days in advance; **Members** should give their Membership Number and **Non-Members** their contact telephone number to make their booking(s).

On arrival at the Club and prior to going down to the Studio, all class participants must **check-in** for Studio Classes with our Reception Staff.

**Non-Members** are required to pay their **Non-Member Studio Class fee** at Club Reception before going to the Studio Class; however for early morning classes (before 9.00am), participants should pay the Instructor in the Studio directly (cash only).

If you have not pre-booked, you will be asked to wait until all those who have pre-booked have arrived for the Studio Class; the Instructor will then allocate unfilled slots to those waiting on a first come first served basis.

## ETIQUETTE

It is stressed that **ALL** class participants should arrive in good time before the start of their Studio Class and in particular for classes which may require equipment set-up so as not to cause any disruption to others.

The Instructor taking the class reserves the right to **refuse entry** to a class if a participant arrives after the start time. If the warm-up has been completed and in the case of equipment set-up being deemed a health and safety issue to others once the class has started, **a late arrival participant will not be permitted to join the class.**

Class participants are requested to wear **suitable** clothing for the class they are attending and only **non-marking shoes** that are clean and free of mud or dirt to ensure the Studio floor remains clean and safe for all participants. No additional clothing such as coats, additional outdoor shoes or bags should be brought into the Studio – participants are requested to use the changing rooms and/or lockers for changing purposes and these additional items.

All class participants **must** wait for all participants from a previous class to leave the Studio before entering for their own class.

## CLASS AMENDMENTS

All new Studio Classes to the Studio Timetable will run for at least 6 weeks before being considered for removal if not well attended.

The Studio Class Timetable will be reviewed every 3 months and changes made if deemed necessary. Members will be notified accordingly of any changes made.

## NO-SHOW POLICY

In an effort to minimise the impact that No-Shows have on actual participant numbers, the Club operates a **NO-SHOW POLICY** for Studio Class bookings.

- **No-Shows** (no notification of cancellation) will be monitored and Members who fail to show ('No Show') on a regular basis will automatically be suspended from the Booking System and may incur a £5.00 Administration Fee.
- Non-Members who 'No Show' for Studio Classes will be charged a £5.00 Administration Fee for missed classes.

**Out of courtesy to others who may be waiting for a space in a Studio Class, ALL Studio participants are asked to give a minimum of 24 hours notice of cancellation before the booked Studio Class start time.**

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