



STUDIO PROCEDURES

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 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 attendees must **check-in** for Studio Classes with our Reception Staff.

Non-Members will be 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), please pay the Instructor in the Studio.

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.

The Instructor taking the class reserves the right to refuse entry to a class if you arrive after the start time. If the warm-up has been completed you will not be permitted to join the class.

** with the exception of Pilates & Karate (certain days only)*

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 users are asked to give a minimum of 24 hours notice of cancellation.

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