

## Online booking important information / updates

Since re-opening on the 25<sup>th</sup> July, we have seen an increased number of members returning to their exercise regime – which is fantastic to see.

All activities have been reduced in capacity to meet government / industry guidelines to help keep you and our staff safe; therefore, space is of a premium to all members/customers.

Unfortunately, we have seen high volumes of non-attendance for booked spaces over all activities. If you cannot attend your booked session please cancel using the online system or by contacting the centre on 01205 363483 no later than one hour before the start of the session. This will allow those on the waiting list to be contacted and offer the space.

We are closely monitoring **non-attendance** and will be contacting those who fail to attend their session. Repeat offenders may have their booking privileges' reduced.

### Booking Terms

Pre-paid members can use our online booking facility to book activities between 5am and 11pm daily. As a member, you will need to complete an online registration form or set up at point of joining at reception.

All members/customers are permitted to the following booking privileges':

- Two **different** activities per day (for example; one gym session & one swim or one fitness class & one swim or one gym session & one class – you are **not** permitted two fitness classes per day)
- Four booked activities' at any one time
- Three-day advanced book range.
- If there is space in the session after the one you have attended (gym/class/swimming) we will allow you to attend including an additional fitness class – please see reception for confirmation.

**Thank you for your co-operation**

**The Geoff Moulder Leisure Complex Team**