

# WYE LEISURE

*Herefordshire's Premier Health & Leisure Club*

## Wye Leisure Limited – Class Booking / Reservation - Terms and Conditions

To make a booking you must complete ALL sections of the required booking information (paper or electronic) in order that we can cross check your data with our membership system, or you can speak directly to our reception staff either in person or by phone: 01432 860860 – Option 3. Bookings will always be made on a first-come-first-served basis. Each class or event will have a maximum number of participants. Once this maximum number is reached, you will be added to the waiting list for that class.

All participants of any exercise class organised by Wye Leisure Limited must be aged 17 or over and must have completed a Physical Activity Readiness Questionnaire (PARQ). If in the opinion of the trainer taking the class you are not able to take part in the class due to the questions answered on the questionnaire you may be refused access to the class and may be referred to your GP. PARQ's can be completed online prior to attending or can be completed with the trainer taking the class. Please allow extra time to complete a PARQ on your first visit to a class. It is the responsibility of each user to bring to the attention of the instructor any changes which may cause the user to answer YES (when previously answering NO) to any question previously answered in any PARQ.

If attending a Spinning® class for the first time you will be required to undertake additional training to familiarise yourself with the equipment. Please make sure that for your first Spinning® class you arrive a few minutes earlier and make yourself known to the trainer, who will show you how to set up the bike.

The cost for each class will vary. Some classes will be included in the cost of your normal membership fees and others may incur an additional fee, please ask our staff when booking. Additional booking fees will be charged to any member wishing to attend a class out of their normal permitted hours of use. Furthermore some club users receiving concessions will be required to make an additional payment before booking onto a class.

Any fees due must be paid on booking, we regret we cannot reserve a place on any class until all fees have been paid for. Booking fees can be paid for from a members credit, but are subject to the credit bonus scheme terms and conditions.

**ALL CLASSES** are bookable on a 7 day rolling time-line where the following class may be booked either in attendance in the current class to which you must have personally attended and taken part within, or by speaking with a member of reception staff approximately 1 hour after the current class has ended.

Participants booking for the following week's class (while in attendance in the current class) may not book for others who did not attend. Each booking sheet completed during the current class will be audited by the reception staff following the class. However, participants may at the end of the class or on leaving the club, speak with the reception staff to add a person whom did not attend the current class to the waiting list.

Bookings made for customers who we cannot audit on our membership database will be cancelled / deleted if we are unable to select the correct customer and confirm their membership status – PLEASE write clearly and ADD your postcode on the bookings sheet provided.

**WAITING LIST PROTOCOL** - As and when cancellations are made (or if there is space 1 hour after the current class end time), we will attempt to contact you by phone to ask if you would like to fill the cancelled/empty space. Cancellation calls will be made in a chronological order, but failure to answer the call will result in our staff moving onto the next person lower down in the list. Answerphone messages will not be left unless you are the only person remaining on the waiting list. If your name has been added during the current class to the waiting list by a friend and we have attempted to contact you by phone without success, you will not be added to the booked section and it will be the responsibility of the named person to call back to see if the space is still available. - **Please note**, our staff will ONLY attempt to contact people on the waiting list up until 21:35hrs and will recommence contacting people from 08:00hrs the following day. In the time period between and if space still exists we will offer any spaces to other people contacting the duty staff directly.

Cancellations must be received by club officials within 2 hours of the session start time or before 22:30hrs (the day prior) if a class is due to start before 09:00hrs in the morning, to the duty reception staff by calling 01432 860860 – Option 3. Any payments made will be credited to your Wye Leisure credit scheme account were this credit may be used as payment towards future bookings or other services provided under the terms of the credit bonus scheme. Any cancellation made after the 2 hour cut-off point will not be subject to any refund and will be treated as a "No-Show".

Participants of a class, who do not show will be treated as a "No-Show". Wye Leisure will allow any participant 3 No-Show's (however this number is left to the discretion of the club management) before you are not allowed to make any further reservations for any class organised by the club for a period of 1 month.

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*Wye Leisure Health and Leisure Club, Fownhope, Hereford. HR1 4PE*

*Tel: 01432 860860 - Email: [info@wyeleisure.com](mailto:info@wyeleisure.com)*

*[www.wyeleisure.com](http://www.wyeleisure.com)*

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You must arrive and be ready for the class in good time for the instructor to start promptly. The instructor will not allow access to the class if in the opinion of the instructor you have missed sufficient part of the warm-up session. At such time you will not be entitled to any refund if any payment has been made nor any discount or refund for any costs incurred by yourself and you will be treated as a No-Show.

Wye Leisure reserves the right to cancel any class or booking at any time leading up to the session start time, without giving reason for doing so. Any payments made for the class will be refunded but members who receive the session as part of their membership package or joining fee will not receive any discount or refunds or for any other costs incurred. We will attempt to contact all participants of the class, if the class is cancelled, however Wye Leisure will not be responsible for any costs incurred for any travel to the club if we are unable to contact you prior.

If cancelling a class, the ruling for the advanced bookings will remain and any person who should have attended the current cancelled class will be automatically added to the following week's class before the bookings open for the following week. At this time our staff will attempt to contact you to see if this following weeks class is wanted. Any other user whom would not be attending the current cancelled class must wait until one hour after the class would have ended to book.

In the unlikely event we need to re-arrange the time of a class (due to a change of instructor) we will attempt to contact each participant of the class. Participants who have given us their mobile telephone numbers will be notified of this change by text. Participants who cannot make the newly scheduled class may let us know that they will not be attending. In such circumstances the original participant listing of the class will be given priority when booking for the following week's class BUT the participant MUST inform us at the time of cancelling if they wish to be added to the following week's class. These newly available spaces (due to participants dropping out due to the class change) will be bookable for alternative members, however these participants will be added to the waiting list until one hour after the class finish time and may be moved over to the booked section only if there is space available. At such time if payment is required we will contact the participant to collect payment before moving and confirming the booking.

By completing any reservation for any classes or bookings with Wye Leisure you hereby agree to the above terms and conditions in full in addition to Wye Leisure Rules & Byelaws a copy can be obtained from our website.

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