

# Group Fitness Terms and Conditions

## Group Fitness Bookings

- Bookings for classes will open 73 hours before the class start time for Wellness Plus members and 49 hours before class start time for all other members and guests.
- Aqua and Active Nation classes only: class start times are scheduled 5 minutes prior to the class starting to allow members to book a future class within the 48-hour advance window before participating in the current class.
- Bookings close 5 minutes prior to the class starting.
- Bookings can be made through the Technogym App, online portal, via phone or in person at the customer service desk.

## Waitlists

- All classes have a 6-person waitlist. If you join a class waitlist you will be notified via SMS if a space becomes available in the class.
- Once all spots on the waitlist have been allocated the class will show as fully booked.
- Once a member is moved from the waitlist to the class the waitlist will open up another space.
- If you receive a notification that you have been added to the class from the waitlist and you are now no longer able to attend, please cancel your booking to allow another member access to the class.

## Cancellations and No Shows

- To ensure fair and equal access for all members to attend group fitness classes we request that any class bookings you are unable to attend are cancelled at least 45 minutes prior to the class start time. Cancellations can be completed through the Technogym App, online portal, via phone or in person at the customer service desk. Cancellations within 45 minutes of scheduled class time must be made by calling the centre.

## Group Fitness Etiquette

- Class participants are encouraged to arrive at least 5 minutes prior to a class starting time. We recommend accounting for busy periods to find a car park.
- In the interest of health and safety, participants will not be allowed to enter a class once it has commenced.
- If you have an injury, health condition or are pregnant, seek guidance from a health professional about which exercises should not be completed during classes.
- Appropriate clothing and enclosed, clean footwear to be worn at all times.
- Follow the instructions of staff at all times.

## Virtual group fitness classes

- Virtual group fitness classes operate without the presence of an instructor.
- If you feel unwell during a virtual group fitness class or require emergency assistance from staff, please press the red duress button in the room, or seek assistance from customer service.