



IMPORTANT INFORMATION ABOUT YOUR FITNESS CLASS

We have a wide range of classes available, so if you are looking for a high intensity workout or something to improve your core strength and balance we have a class, led by experienced instructors to show you how to achieve your goals.

Please read this important information to allow you to get the best out of your fitness classes.

How to book a class

Our classes are available from early morning to evening, so you can decide the best time for you to come and enjoy working out in a group environment. There are several ways you can book a space:

Online booking

If you are a member you can book onto a class using our online booking system, up to seven days in advance, by visiting www.hertsmereleisure.co.uk.

Telephone

You can call our reception team on 01923 470140 who will book your class, just have your name and membership number handy.

In Person

You can book with our reception team when you visit, just tell us the class you want to attend and we will book you in.

If you book more than one class on the same day please make sure you check that the times of the classes don't overlap and you have enough time to finish one class, before starting another.

On arrival for your class

We want all our customers to enjoy our fitness classes, so you need to make sure that you tell us that you have arrived for your class, register for your class by:

Fast Track machine

On arrival use the fast track machine in reception to register your attendance.

Reception team

Book in with a member of the reception team who will mark you as attended.

At peak times please remember to arrive early for your class in case we are busy at reception. We want to make sure you have plenty of time to get to your class and set up your equipment. If you arrive after your class has started then you may not be able to participate.

It's important that you make sure you tell us you have arrived so that we can confirm your attendance in the class.

Cancelling a class

We know that sometimes things happen and plans change, which means you can't attend a class. However please let us know you need to cancel with adequate notice to allow other customers to take your place and join the class.

You can cancel by:

- ✓ Online booking
- ✓ Telephone
- ✓ In person

You **MUST** tell us you are cancelling your space in the class or you will be charged for the class. For further information please visit

www.hertsmereleisure.co.uk

If you don't cancel, or inform us that you are cancelling using one of the methods above, you will be charged for the class. You will also be unable to make any class bookings or attend any future classes until this payment been made.