**STUDIO ETIQUETTE**

- Members must book on to classes they wish to attend.
- Bookings for classes open 7 days in advance.
- On the day of the class the member must collect a ticket before the advertised class start time. They can do this via reception or the fast track kiosk.
- Members will be denied access and no further tickets will be printed once the advertised start time has passed.
- Studio Instructors will collect tickets from all members; any members who fail to present a valid ticket will be denied access to the class.
- Members who fail to attend and do not give sufficient notice will be taken off of note, should a member get 3 notes in a 2 week period their prior booking rights will be removed for 2 weeks.
- A sufficient notice is classified as any time before the advertised start time of the class.

**Members will be notified when they have failed to turn up to a class via e-mail.**

**The studio doors will be locked from the advertised start time of the class to ensure no further admittance to the class.**

**Classes before 1700 Monday–Friday and all classes at the weekend are available for non-members to book 3 days in advance. Please call 01904 325751 to book a space.**

You can book your classes online or via our app available on Apple or Google. Please ask staff for more details or visit our website www.york-sport.com.

This policy has been implemented after feedback from members about our classes, start times and booking procedures and has been brought in line to ensure a fair experience for all at York Sport whilst ensuring members can access the classes in a safe manner.

*From time to time the timetable may be subject to change due to events, galas and public holidays. Every effort will be made to provide advance notice of any alterations to the established programme which will be advertised.*