Members must book on to the class they wish to attend. This policy has been implemented after feedback from members to attend and can help ensure members can access the class.

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

If you fail to attend the class and do not give sufficient notice, a valid ticket will be denied. Tickets from all members; any booking rights will be removed in a 2 week period should a member get 3 notes in 2 weeks. From time to time the timetable may be subject to change due to events, holidays and public holidays. Every effort will be made to provide advance notice of any alterations to the established programme which will be advertised.

**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 start time. They can do this via reception or the fast track booking system.
- Members will be denied access and no further tickets will be printed once the advertised start time of the class has passed.
- Members who fail to attend and do not give sufficient notice will be asked to get 3 notes in a 2 week period 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 door will be closed from the advertised start time of the class to ensure no further admittance to the class.
- Classes are available for non-members to attend and can be booked 2 days in advance. Please call 01945 325715 to book a space.

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.