



# Bookings and Cancellation Policy

## Bookings

We ask that bookings for all classes are made online ahead of the session.

**Adult classes** – bookings close 1 hour prior to class start time. Bookings can be made here:

<https://cal.smoothbook.co/saerobic-fitness>

We operate a waiting list system so if the class that you want is fully booked, please add your name to the waiting list and if a space becomes available then we will inform you.

Should you wish to pay another way, card/cash on arrival then you will need to contact me to discuss and make these arrangements.

**Kids classes** – bookings close 24 hours ahead of class start time. Bookings can be made here:

<https://saerobicfitness.setmore.com/>

## Cancellations

### Adult classes

When a space in class is booked from a saver pass one credit will be deducted. When using pay as you go credits you will be charged appropriately for the amount of sessions booked.

If you cancel your reservation less than 24 hours ahead of the class, then this will be considered a late cancellation and that credit will be lost. (Unless we are able to fill your space from the waiting list)

If cancellation is made with more than 24 hours' notice, then the credit will be added back onto your pass to use another time. If you have chosen to pay as you go this credit will be added to your account manually for you to rebook at a later date.

If Saerobic Fitness cancels a class then there will be no penalty to you, spaces will be offered in another class that week subject to availability, if possible, a replacement session will be organised.

To avoid disappointment, it is vital that you reserve your space in class in good time. We have a limited number of trampolines, and you will not be able to attend without booking in advance.

### Children's classes

We do not currently enforce that payments are made online. We accept payment on arrival at the studio, although this is under review currently.

We do however still expect that you provide a minimum of 24 hours' notice of any cancellation or you will still be charged for the class. If payment of the cancellation fee is not paid then all future bookings will be cancelled.