

Fitness class

Intend to attend

Many of our popular classes are fully booked within hours of becoming available on our advanced booking system, but unfortunately when some of these classes actually start they can be, on some occasions as little as only 50% full.

As a result of this and following a number of complaints from frustrated customers who are often unable to book, we have investigated this problem further and discovered:

- A large number of cancellations occur only two to three hours before a class starts and on occasions we have seen as many as 16 places cancelled within three or four hours of a class starting
- An increasing number of members booking 'multiple' classes, which run at the same time and then cancelling the ones they don't want to do only two or three hours before the classes start
- A number of customers swiping into centre, and then promptly leaving without attending the class
- Some customers asking friends / family to swipe their card for them, so it appears on our system that they have attended when they did not

All of the above is very frustrating for both our customers who have been unable to book on to classes they enjoy and to our instructors who are teaching classes that on occasions are half empty, when they have the potential to be fully booked.

To ensure fairness to all customers, we would like to remind customers that it is a misuse of the advance booking system to use it as a reservation system rather than a booking one. So, please only book classes that you intend to attend.

If you did intend to attend but then find yourself unable to do so due to unforeseen circumstances, then please cancel as early as possible, leaving it as late as two to three hours before does make it very difficult for people to get booked on and re-plan their day/evening.

Please be aware that we are continually monitoring our booking system and anyone found to be booking concurrent classes or with a frequent pattern of cancellations may have their classes cancelled and even their facility for online bookings removed and membership terminated. Alternatively, we may look to increase our cancellation notice period from two hours to 12hrs / 24hrs in line with our competitors if issues persist.

We feel that if we all work together and are reasonable and fair, then everyone can book and enjoy the classes they want to and that those who have genuine reason to cancel will feel comfortable doing so.

Waiting lists

On a more positive note, in the summer we are planning to trial an email automated waiting list service at Totton Health and Leisure and, if successful, we hope to be able to offer waiting lists on all classes thereafter.

