



FAQs:

3-STRIKE POLICY

Q. Why are you reinforcing the class cancellation policy?

A. We have always operated a Cancellation Policy at Colets, though we have been very generous with our strike system. As of recent, adherence to the Cancellation Policy has been poor which has a direct impact on members. To make the process fair for all, and in particular those on waiting lists for classes, we ask you to kindly familiarise yourself with the Cancellation Policy and procedure, and stressing the importance of cancelling sessions with sufficient notice and making sure you check-in at reception.

Q. What if something unavoidable happens and I need to cancel my class within the 4-hour policy? Will I still get a strike?

A. Yes, members will be issued a strike. Whilst we understand that things come up unexpectedly and the unavoidable occurrence happens, we also need to provide a way for other members to access classes. We issue 3 strikes before we suspend members online booking rights, providing more chances than most health clubs.

Q. What if I forget to check in for an outside class or by-pass reception as I'm late and don't check in, will I still get a strike?

A. Yes, a strike will still be issued in this instance. For every booking, members need to check-in at reception to ensure sessions are logged and shown as attended. This also includes Juniors.

Q. Does this strike policy also apply to Juniors?

A. Yes, please ensure you check your child into all classes at reception.

Q. Is there a limit to the number of times a member can be on the 3-strike system?

A. Not at this time.

Q. Can I have a strike removed?

A. Our strike system is fully automated, which is why it's important to make sure you check-in at reception. No strikes will be removed and there is no appeal process.

Q. Can I still book for classes at reception?

A. Yes, you can call and book at reception or in-person. It is only your online bookings that are suspended. Reception bookings are open from 6:30am (Mon-Fri) and 8am (Sat & Sun).

Q. Do these rules apply to Concession members?

A: Yes, the rules apply to Concession members. All members, including Concession and Junior members, are subject to the same policy and guidelines.

Q. Will I get a refund if I'm not able to book classes because of the strike policy?

A. No refunds are provided for missed bookings during strikes.

Q. What happens if these measures don't affect behaviour?

A. Our teams will review the Policy and its effectiveness regularly. Should the 3-Strike system not be sufficient in changing behaviour, we will implement a less-generous policy.