



South East Leisure

Group Fitness Booking Non-Attendance Policy

If you are unable to attend a pre-booked class, we kindly request that members cancel their booking through the Client Portal, at least two hours before the scheduled start time. This will provide the opportunity to offer your spot to another member on the waiting list.

Online Booking Access Suspension

Consistent non-attendance to booked classes, without prior cancellation, will result in temporary suspension of your online booking access. During this suspension period, members will only be able to book into classes at the reception desk on the day.

**Attendance will be monitored daily to enforce this policy.*

Unexpected Situations

We understand things change and there can be unforeseen circumstances, if these situations were to occur within 2 hours of your class, please call the facility as soon as you can to inform us:

Dandenong Oasis: 9767 3100 or NPAC: 9546 7955

**Class lists will be locked 30 minutes before the start time, and cancellations will no longer be possible after this point.*

Questions

Should you have any questions regarding South East Leisure's Group Fitness Non-Attendance Policy please email info@southeastleisure.com.au or call.