NEW GROUP EXERCISE BOOKING RULES

- Health Club members can now book classes from 7pm, eight days in advance.
- Classes can be cancelled online up to two hours before the start of the class.
- When a class is full, members will be added to the standby list.
- In the event of a cancellation, members from the standby list will be allocated a place on the class.
- The member will be notified of their place on the class via text message or the email address provided.

NEW CLASS CANCELLATION RULES

- The cancellation fee is £5 for each class not attended and is payable at the Health Club reception, either by cash or credit card.
- The cancellation fees are donated to the nominated Goodwood Estate charity, which this year is Canine Partners.
- The aim of this policy is not a means to make money but to ensure that members are respectful of each other.
- Members accounts that are in arrears due to unpaid cancellation fees, where members continually do not follow the no-show policy, will find that their bookings rights will be suspended at the discretion of the Health Club Manager.

NEW NO SHOWS RULES

- If you are unable to attend a class, please ensure you cancel with as much notice as possible to allow other members to have a chance to attend in your absence.
- Classes must be cancelled a minimum of two hours prior to the start time.
- For the 7am and 8am classes, we kindly ask you to cancel the night before in order to ensure that members on the standby list can be contacted in plenty of time.
- Cancellations can be done online using the Sports Booker service – this is the quickest way of cancelling. Alternatively, you can cancel via the Health Club reception in person or by calling 01243 520114.
- Failure to inform the Health Club in time will result in a cancellation fee being applied to your account.

If you have any queries please speak to one of our team.

goodwood.com