

VIRGIN ACTIVE AUSTRALIA

YOUR GUIDE TO GROUP EXERCISE BOOKINGS



There's a class for everyone, whatever your goal. We have 100's of group exercise classes - whether it's Pilates Reformer, Yoga or GRID, it's included in your membership. You can manage your classes online too through mylocker.

- To keep things fair, you can have 6 bookings at any given time and 3 of these can be hot classes. These are the super popular classes marked on the timetable with a flame symbol.
- Cancel before 8pm to avoid strikes.
- Cancellations after 8pm and before 1 hour of the class start time incur 1 strike.
- Cancellations within 1 hour or no shows incur 2 strikes.
- If 6 strikes are incurred in a calendar month, maximum bookings at any given time will be reduced to 1 booking for 4 weeks.
- Members can still attend a class without a booking if there is a spot available.

Booking timeframes

- Active Me member types can book classes from 8pm on the day falling 8 days in advanced of the day of their chosen class. Bookings can be made from 8pm.
- Collection members can book classes from 8pm on the day falling 9 days in advanced of the day of their chosen class.
- Student Starter and Young at Heart members can book classes from 8pm on the day falling 8 days in advanced of the day of their chosen class but only at their Home Club. Bookings can be made from 8pm.
- MyLocker will show you classes and clubs that are open to book, or if there is a booking fee payable.

Pay As You Go booking rules

- If a class booking is made in error, and cancelled within 10 minutes, we'll give you a credit to be used for a future class booking.
- If a class booking is cancelled before 8pm on the day before the class booking, we'll give you a credit to be used for a future class booking.
- Credits for class bookings must be used within 28 days of the original class booking otherwise they will be forfeited. No refunds will be given.
- If a class booking is cancelled after 8pm on the day before the class booking, you won't be entitled to any refund or credit of the class booking fee.
- If you fail to attend a class booking, you won't be entitled to any refund or credit of the class booking fee.
- Club visit bookings must be used within 7 days of the date of purchase otherwise they will be forfeited. No refunds will be given.
- The cut off times for cancelling Pay As You Go Bookings and credit expiry periods are subject to change.

Virgin Active may change booking rules from time to time. Please check www.virginactive.com.au/legalstuff for up to date rules.