

Gym Phone Number

If we're contacting you about a class booking it will be from our gym mobile number, therefore we recommend saving it to your phone contacts - **07510 586 384**. Please be aware that this number is strictly for queries relating to Group Exercise classes only.

If you are contacting us about anything else, you will be asked to call back on our main Sports Village number (01707 284466 – lines are open 10.30 'til 18.30 Monday to Friday and 10.00 'til 16.00 weekends/Bank Holidays). For your ease and convenience we would recommend you download our [HSV Book app](#) for general bookings and cancellations.

Dishonour Policy

We understand that things can come up last minute which may prevent you from attending a pre-booked class, our team are unable to remove a dishonour from your account on these occasions. To take this in to consideration, your booking privileges are only affected if you late cancel/don't attend *three* or more classes in any four week period.

Non-attendance - Please ensure you scan your key fob/phone sticker on the reception turnstile prior to the class start time. **If you don't scan, your attendance on our system is not recorded.** Please note, the only way we're able to know if you attended the class is if you swipe in. The register you may be asked to tick off in the class is only used by the instructor to keep record of the numbers attended and is not used to confirm your attendance.

Late cancellation - Our cancellation policy for exercise classes is **four** hours. If needed, you're able to cancel via our app or website up to two hours before the class starts, however this will still be treated as a late cancellation.

Waiting List Management

If you are on a waiting list and no longer wish to attend the class, it is your responsibility to remove yourself from the waiting list. If you are booked in to a class and can no longer attend, you are able to cancel on the app/website up to four hours prior to the class starting without penalty. Cancellations within four hours of the class start time will be processed in line with our dishonour policy.

Please ensure the mobile phone number we have for you is up to date. You can view and update your details via the "My Account" screen on the booking page of our website, alternatively please speak to our Customer Service or Health and Fitness Team who will be able to check the number we have for you.

If a space becomes available on a class the day before (or further in advance) of the booking, you will be automatically transferred to the class booking if you are at the top of the waiting list. You will receive a text message to inform you of the move, as well as an email confirmation and will also be able to view the change in the "Manage Bookings" section of our app and website.

At 7am (8am at weekends) we will refresh the waiting lists for each class that day. Spaces that become available on any of these classes will then be immediately bookable. If you wish to re-add yourself to a waiting list, you are committing to attend if a place becomes available and therefore, if this happens we will move you straight in to the class and send you a text to let you know. You'll also receive an email confirmation and be able to view the change in your app/online account.