

## CLASS BOOKING POLICY (FAQ's)

### **1. Class bookings can be made online or via the mobile app from 8pm, 9 days in advance or 8 days in advance at reception, in person or over the phone.**

**Q.** How do I register for online bookings?

**A.** You need to have registered for the Member's Area. Visit [www.davidlloyd.co.uk/account/login-and-registration](http://www.davidlloyd.co.uk/account/login-and-registration) to register and log in. Once registered, you will see the online booking system link.

**Q.** How do I access the mobile app?

**A.** When you open the app on the first occasion it will ask for your username and password, these are the same details generated from the website Member's Area registration so this should be done first.

**Q.** Does the 8 or 9 days include the current day?

**A.** You can book 8 or 9 days ahead of the current day so if you were booking on a Monday you can book for the following Wednesday online or Tuesday via reception from 8pm.

**Q.** Why do people booking online get an extra day's booking rights?

**A.** We want to encourage members to book online to speed up the booking process and improve the experience for other members at reception.

**Q.** If a class is full that I'd like to book, how am I made aware that a space has become available?

**A.** This 'Alert Me' service is available in the mobile app. simply click on the class and if it is full at this time, you will have an option to toggle an alert on or off. You must also have allowed the David Lloyd app to send you push notifications. You can manage this in your settings.

### **2. All courses are available for booking once published on the timetable except for All Stars which is subject to a 'Priority Booking' window.**

**Q.** How long in advance can I book a course?

**A.** Up to 90 days in advance depending on the course and at the point it is published on the timetable for booking.

**Q.** What is a Priority Booking window?

**A.** Booking for All Stars courses is subject to a Priority Booking window which is a period exclusively for current child participants to renew for a following term. Booking will open up to any other children at the end of this period. These dates will be advertised in club.

**Q.** Can my child book on Tennis All Stars even if I am not a racquets member?

**A.** Yes. We want to encourage children to learn and participate in all of the club products so they are all effectively full racquets members.

### **3. Members can book classes on the day at any David Lloyd Club\* if spaces are available.**

**Q.** If I do not have Platinum or Vantage membership can I book at other clubs?

**A.** All members are able to gain access to other clubs but only Platinum and Vantage members have advanced booking rights at these clubs. Non-Platinum/Vantage members can book on the day at other clubs if spaces are available.

### **4. Platinum members can book classes up to 9 days in advance online at any David Lloyd Club\* or 8 days in advance via reception.**

**Q.** What is a Platinum member?

**A.** These are membership categories that include advanced booking rights at other clubs as one of its benefits.

**Q.** How do I become a Platinum member?

**A.** Ask one of the membership team to upgrade your membership.

### **5. Booking rights follow peak and off-peak membership access rights.**

**Q.** What is the latest time I can make a booking for as an off-peak member?

**A.** The last time you can make a booking is at the latest your membership will permit entry to the club. So if the last entry time is 4pm during the week for example then the last booking has to end before 4pm.

**Q.** Can my child take part in DL Kids or All Stars sessions that are at peak times if I am an off-peak member?

**A.** Children's booking rights and usage are not restricted so we will allow you in to accompany, supervise and sign in & out your child during their activities. This does not permit you to use the facilities.

### **6. Classes can be booked for any person connected with your membership package.**

**Q.** I can't seem to make a booking for my partner or child on the app or online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members on their membership account. This can be done via the 'Permissions' section in the mobile app settings or via online booking system.

**Q.** Can I make a booking at reception for my friend?

**A.** You can only book for yourself and any other members linked to your membership. Your friend must make his own booking.

**7. Bookings for junior members under 14 years of age can only be made by an adult (parent or guardian). Any adult linked to a child’s membership may make the booking.**

**Q.** I can’t seem to make a booking for my child online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members including juniors on their membership account. This can be done via the ‘Permissions’ section in the mobile app settings or via the online booking system.

**8. Certain classes are restricted by age group. Junior members can only be booked onto a class that is appropriate for their age.**

**Q.** What is the minimum age for Group Exercise classes?

**A.** The majority of our classes are open to 14+ years, however we would advise a Group Exercise Welcome is booked to discuss classes that are appropriate for this age group. Juniors aged 14 & 15 years must be accompanied by an adult. It is compulsory for them to complete a Young Adults PAR-Q form along with their parent prior to attending their first class. This can be completed at the Group Exercise Welcome or on their first Gym visit.

**9. All chargeable classes and courses must be paid for in full at the time of booking. Refunds will only apply if 24 hours notice of cancellation is given for the class booking time or before the first instance of a course.**

**Q.** Why can’t I pay when I turn up?

**A.** You can if that is when you are making the booking. We require payment at the time of booking to ensure there is a commitment on the part of the member to that class or course as other members may have wanted to book but cannot as the class or course is full.

**Q.** Why can’t I get a refund once the class or course has started?

**A.** There is a limit to the number of members that can take part in a class or course. Once the class or course has started we are unable to re-sell to another member. We need a commitment from the member booking to ensure that it can be delivered as planned.

**Q.** What if I am unable to attend for a reason outside of my control?

**A.** If we have 24 hours notice before the start of a class or the first week of a course then you are entitled to a refund. If less than 24 hours notice is given then no refund applies. The policy needs to be fair and consistently applied.

**Q.** Can I get a refund if I book online?

**A.** Yes, providing your cancellation is more than 24 hours before the booking time or first instance of a course when you cancel your booking the same card that was used to process the online payment will be refunded.

**Q.** What if I cancel online with less than 24 hours notice?

**A.** You are still able to cancel and remove the booking but you will not be eligible for a refund and you may receive a cancellation notification.

## **10. If you do not turn up to a class booking or cancel a class with less than 24 hours in advance, a 'no show' or 'cancellation' notification will apply.**

**Q.** Why do we have cancellation policy?

**A.** Classes that are fully booked in advance yet have spaces that remain unused are a major frustration to those members that were unable to book and participate. One of the aims of our policy is in the interest of all members to maximise the opportunities to participate.

**Q.** When is the latest time I can cancel without risk of receiving a cancellation notification?

**A.** You have 24 hours before the start of the class, so another member can organize his agenda and attend to the class. If you cancel with less than 24 hours, you'll get a cancellation notification.

**Q.** My class is never full. Why should I book?

**A.** Booking gives you a guaranteed space and it enables us to communicate with you about any changes to your class. From our perspective, it allows us to plan the session if we know the numbers in advance and more generally, the booking data helps us programme the wider timetable more effectively.

**Q.** Do 'no-shows' apply to classes that do not get full?

**A.** Yes, we want to encourage behaviour that is respectful of other members so we will always apply a no-show if you don't attend and don't cancel. For many classes our instructors plan their sessions based on the numbers who have booked and having accurate booking data also helps us programme our timetable more effectively.

**Q.** How will you know if I have arrived and/or attended?

**A.** You need to ensure you use your membership card at the security turnstiles at reception. This is important as if we do not have this 'check in' in it will appear as a 'no show'. It is also important that you use the correct membership card. Registers are also kept by our instructors and no-shows will be applied to members who are on the list who do not turn up.

**Q.** If a member cancels, how are other members informed that spaces are available?

**A.** Members can choose to be alerted if classes are full by turning on the 'Alert Me' function on the mobile app for each individual class. These members will be notified by push notification if a space becomes available in order of when they turned this on. Therefore, the member at the top of the list, first to turn alert me on, will receive the notification before anyone else and then the next member and so on at 2/3 minute intervals. Therefore, the person at the top of the list has a better notice and chance of booking the new space than the member 4<sup>th</sup> on the list and the situation where all four members are alerted and three miss out is avoided.

**Q.** Why can't this automatically book the space for me?

**A.** We want to ensure that the numbers of no-shows are kept to a minimum in the interest of all members. Therefore, we need you to confirm that you want to attend by booking the new space when you have been alerted that it has become available. This alert may only arrive a few minutes before the class and if we were to automatically book you in, you may have made other plans by then and would therefore be a no-show.

**Q.** How will I be notified that I have received a cancellation or no show?

**A.** Providing you have supplied an up-to-date email address then you will receive an email for each. You will be able to see the quantity and details of any cancellations and no shows through the online booking system via the David Lloyd Member's Area. We will also send you a push notification or pop up through the mobile app.

**Q.** I have received a 'cancellation/no show' and I have a question who do I contact?

**A.** If you have any questions please contact reception or direct your query by email to [barcelona@davidlloyd.es](mailto:barcelona@davidlloyd.es) The club will respond as soon as possible.

### **11. Three class cancellation or no-show notifications in any 30 day period will result in the loss of advanced booking rights for 1 week (7 days).**

**Q.** If my class booking rights are suspended does that mean I can't take part?

**A.** No, it just means that you wouldn't be able to confirm a space in advance by booking. You would be free to turn up and participate should spaces be available at the start time of the class.

**Q.** Can I still book racquet courts if I am suspended?

**A.** Yes, the suspensions are distinct by type of activity, courts or classes, so if you're suspended for classes, you can still book courts and vice versa.

### **12. If you arrive after the scheduled start time of a class, the instructor reserves the right to deny entry if deemed unsafe and another member may take your place.**

**Q.** Why can't I join in if I'm late and there are spaces available?

**A.** There are certain classes due that due to the nature of the activity would be unsafe for you to take part in if joined late. To ensure a duty of care to our members we will not allow them to participate if the instructor believes this could present a health & safety risk.

**Q.** I've turned up a few minutes late and someone has taken my space and there are no other spaces available. Why don't I have priority?

**A.** If you turn up at or before the scheduled start time of the session you will have priority over any member who has not booked. If not, then we may offer your space up to another member waiting. It may be unsafe for this member to join in at a later point after waiting to see if the original booker is going to turn up.

**Q.** Will I receive a no-show if I arrive after the class start time?

**A.** If you're not in the studio more than 5 minutes past the class start time, then we will assume you are a 'no-show' as this space could well have been offered to another member by this point.

### **13. Member guests can participate in classes if spaces are available at the time of the session. The guest will need to have a valid guest pass to access the club.**

**Q.** What's the difference between a 'guest' pass and a 'social guest' pass?

**A.** With a 'guest pass' you are able to use all areas of the club whereas a 'social guest' can only use the club social areas.

**Q.** How do I get a guest pass?

**A.** You can download guest passes online or visit reception.

**Q.** Can I guarantee my guest a space on a class?

**A.** No. Members take priority so we can't guarantee they will be able to participate but if the session is not fully booked then a guest can gladly take part.

\* Excluding Harbour Clubs & David Lloyd Brussels

## RACQUETS BOOKING POLICY (FAQ's)

**1. Court bookings can be made online or via the mobile app from 8am, 9 days in advance or 8 days in advance at reception, in person or over the phone.**

**Q.** How do I register for online bookings?

**A.** You need to have registered for the Member's Area. Visit [www.davidlloyd.co.uk/account/login-and-registration](http://www.davidlloyd.co.uk/account/login-and-registration) to register and log in. Once registered, you will see the online booking system link.

**Q.** How do I access the mobile app?

**A.** When you open the app on the first occasion it will ask for your username and password, these are the same details generated from the website Member's Area registration so this should be done first.

**Q.** Does the 8 or 9 days include the current day?

**A.** You can book 8 or 9 days ahead of the current day so if you were booking on a Monday you can book for the following Wednesday online or Tuesday via reception from 8am.

**Q.** Why do people booking online get an extra day's booking rights?

**A.** We want to encourage members to book online to speed up the booking process and improve the experience for other members at reception.

**2. All courses are available for booking once published on the timetable except for All Stars which is subject to a 'Priority Booking' window.**

**Q.** What is a Priority Booking window?

**A.** Booking for All Stars courses is subject to a Priority Booking window which is a period exclusively for current child participants to renew for a following term. Booking will open up to any other children at the end of this period. These dates will be advertised in club.

**Q.** Can my child book on Tennis All Stars even if I am not a racquets member?

**A.** Yes. We want to encourage children to learn and participate in all of the club products so they are all effectively full racquets members.

**3. All chargeable courts, classes and courses must be paid for in full at the time of booking. Refunds will only apply if 24 hours notice of cancellation is given for the class or court booking time or before the first instance of a course.**

**Q.** Why can't I pay when I turn up?

**A.** You can if that is when you are making the booking. We require payment at the time of booking to ensure there is a commitment on the part of the member to that class or course as other members may have wanted to book but cannot as the class or course is full.

**Q.** Why can't I get a refund once the class or course has started?

**A.** There is a limit to the number of members that can take part in a class or course. Once the class or course has started we are unable to re-sell to another member. We need a commitment from the member booking to ensure that it can be delivered as planned.

**Q.** What is the difference between a class and a course?

**A.** A class is a single session that you book and pay for. A course consists of a number of sessions. For example, you book and pay once and may go on 4 consecutive weeks.

**Q.** What if I am unable to attend for a reason outside of my control?

**A.** If we have 24 hours notice before the start of a class or the first week of a course then you are entitled to a refund. If less than 24 hours notice is given then no refund applies. The policy needs to be fair and consistently applied.

**Q.** Can I get a refund if I book online?

**A.** Yes, providing your cancellation is more than 24 hours before the booking time or first instance of a course when you cancel your booking the same card that was used to process the online payment will be refunded.

**Q.** What if I cancel online with less than 24 hours notice?

**A.** You are still able to cancel and remove the booking but you will not be eligible for a refund and you may receive a late cancellation notification.

#### **4. Platinum / Full members can book courts and racquets classes on the day at any David Lloyd Club\* subject to availability.**

**Q.** If I do not have Platinum or Full Vantage membership can I book at other clubs?

**A.** All members are able to gain access to other clubs but only Platinum or Full Vantage members have advanced booking rights at these clubs. Non-Platinum/Full Vantage members can book on the day at other clubs if spaces are available.

#### **5. Platinum members can book courts and classes up to 9 days in advance online at any David Lloyd Club\* or 8 days in advance via reception subject to availability.**

**Q.** What is a Platinum member?

**A.** These are both membership categories that include advanced booking rights at other clubs as one of its benefits.

**Q.** How do I become a Platinum member?

**A.** Ask one of the membership team to upgrade your membership.

#### **6. Clubs reserve the right to introduce advanced booking restrictions at times where racquets courts are in 'High Demand'. During such times, the member will only be able to make one advanced booking per day and sport.**



**Q.** Why should there be a limit to the number of advanced bookings?

**A.** When courts are in high demand limiting the advance booking to one per day allows more members the opportunity to book courts.

**Q.** What times are these high demand periods?

**A.** In the club, we consider high demand periods on weekdays from 1pm until the closure and weekends and Bank holidays from opening until closure.

**Q.** I have a booking in high demand period. Will I be able to have another in the high demand period of the same day as an additional player?

**A.** No, the high demand restriction of one court per member applies to any kind of player, no matter if it's lead or additional player.

**Q.** I have a padel booking with three friends on Thursday 1pm and I want to make another booking in the afternoon with three different friends, is it possible?

**A.** No, you cannot two bookings of the same sport in high demand period the same day – even if you are lead or additional player. In that case, you'll keep the first booking you are in and the others will be removed from the system.

**Q.** I've finished my match and I see other courts available. Can I use them even if I had an advanced booking in high demand period today?

**A.** Of course. The restriction applies to advanced bookings, but if you find a free court after the match or later, you will be able to use it. You just have to ask reception.

## **7. Tennis booking durations are 1 hour for singles and 1 hour or 1 hour 30 minutes for doubles. Padel bookings durations are 30 minutes for singles and 60 for doubles.**

**Q.** Why is there a difference between singles & doubles?

**A.** Due to the nature of the game. One hour for singles is generally long enough for most players and we want to present the maximum amount of court time for members to book and play.

## **8. Bookings require the names of all players in the same moment of the reservation**

**Q.** Why do I have to give the names at all?

**A.** For a number of reasons. Importantly we want to protect your membership and ensure that only eligible racquets members are playing. We also need to allocate the correct playing duration. Knowing who is on court and when is important for planning and communication.

**Q.** What if I actually don't know their full name or surname?

**A.** You will need to ask them how their name is recorded in the membership system or search by membership number.

**Q.** How can I search for members?

**A.** You can search by first name, last name and/or membership number.

**Q.** What happens if I don't know the names when I make the booking?

**A.** Then you will not be able to book the court. You will need to know the name of all players before the booking.

**Q.** What happens if I want to change from a singles game to a doubles game or vice versa, can I just add or delete more names – what will happen to the time allocation?

**A.** Each type of booking has different rules so you will need to cancel this booking and re-book

**Q.** I've made a booking with three friends but finally one could not come and I've found another. Is there any problem if I don't change the name in the booking, as it's only one player who changes?

**A.** The names of the booking must be the same members who are playing in the court. If we find out that a name doesn't match, then a financial penalty of 22,50€ will be applied.

**Q.** Can I book a court to practice on my own?

**A.** No. You can't book a court for practice; however providing you are a Full or Platinum member, you can make use of a court if one is available at the time you wish to practice. If the court you are on is subsequently booked you will have to vacate the court.

## **9. Classes and courts can be booked for any person connected with your membership package.**

**Q.** I can't seem to make a booking for my partner or child on the app or online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members on their membership account. This can be done via the 'Permissions' section of the mobile app settings or via the online booking system.

**Q.** Can I make a booking at reception for my friend?

**A.** You can only book for yourself and any other members linked to your membership. Your friend must make their own booking.

## **10. Bookings for junior members under 14 years of age can only be made by an adult (parent or guardian). Any adult linked to a child's membership may make the booking.**

**Q.** I can't seem to make a booking for my child online. Why is this?

**A.** The primary member needs to set the permissions for any linked members to be allowed to make bookings for any other members including juniors on their membership account. This can be done via the 'Permissions' tab in the online booking system.

**Q.** What if the adult is not a racquet member?

**A.** That doesn't matter. They are only making the booking for the junior member.

**11. Courts for private tennis lessons can be booked online, at reception, or via the coach. To book lessons less than 24 hours in advance please speak directly to your coach.**

**Q.** Why can't I book online or at reception with less than 24 hours notice?

**A.** There needs to be a reasonable amount of time for the coach to receive confirmation of their booking.

**Q.** Can I pay the coach at the same time as making the booking?

**A.** For private lessons you need to pay the coach directly. For classes and courses you must pay online or at reception.

**Q.** How do I cancel?

**A.** Online, through reception or via the coach.

**12. If a court booking is not used or is cancelled with 24 hours advance notice or less, a 'no show' or 'late cancellation' notification will apply to the member who booked the court.**

**Q.** Why do we have late cancellation policy?

**A.** Courts that are pre-booked yet remain unused are a major frustration to those members that were unable to book and participate and then see spaces available. One of the aims of our policy is in the interest of all members to maximise the opportunities to participate and by reducing the high volume of no shows and late cancellations more members will be able to take part.

**Q.** Why 24 hours notice?

**A.** To allow enough time for another member to book.

**Q.** How will you know if I have arrived at the club or not?

**A.** You need to ensure you use your membership card at the security turnstiles at reception. This is important as if we do not have this 'check in' in it will appear as a no-show.

**Q.** What if I, the booker, have arrived on time but my opponent has not?

**A.** Then you have to speak to reception. If you find another members who can play, you just have to tell reception so they can change the name.

**Q.** As the booker, why should I be penalised with the no show notification if it my partner or opponent who has not turned up?

**A.** As the booker, you are fully accountable for the booking.

**Q.** What if only one person in my doubles game has not turned up?

**A.** For a doubles games, a late cancellation will only apply if only two players have arrived (one being the member who booked the court). After which the court is made available for other members to book, or you must advise us that you wish to play singles. If 3 players 'check in' then the booking can remain as a doubles without any notification.

**Q.** How will I be notified that I have received a late cancellation or no show?

**A.** Providing you have supplied an up-to-date email address then you will receive an email for each one you receive and also an email to notify you that your booking rights have been temporarily suspended should you incur multiple no-shows or late cancellations within a certain amount of time. You will be able to see the quantity and details of any late cancellations through the online booking system via the David Lloyd Member's Lounge. If you have your mobile phone set up to receive alerts, you will also receive a notification or pop up from the David Lloyd mobile app too.

**Q.** What happens if the club or coach cancels the court with less than 24 hours notice?

**A.** The club will inform you and a late cancellation will not apply or will be removed retrospectively.

**Q.** I have received a 'late cancellation/no-show notification'. How has this happened?

**A.** If you receive a late cancellation then you must have cancelled your booking with less than 24 hours notice. For a no-show then it may be that you haven't 'swiped in' or used the correct membership card to access the club before the court start time. It is also possible that we have noticed that you have entered the club in time but not used the court that you had booked.

**Q.** I have received a 'late cancellation/no show' and I have a question who do I contact?

**A.** If you have any questions please contact reception or direct your query by email to [barcelona@davidlloyd.es](mailto:barcelona@davidlloyd.es). The club will respond as soon as possible.

**Q.** What if the booking system is down or the club security gates are not working?

**A.** If the booking system is down we will ensure that no inappropriate no-shows or late cancellations will be recorded. If the security gates are not working you must check in with reception.

**Q.** What if the courts are closed due to bad weather? If it rains, do I have to cancel so I won't get any notification?

**A.** If the courts are closed due to any incidence, such as rain, the club will cancel all courts and any notification will be applied.

**Q.** What if I am playing in a competitive event or box league and I do not know my opponent?

**A.** If you have booked the court and know that your opponent is not turning up you may cancel at reception and no late cancellation will apply. If your opponent does not turn up, please inform reception as soon as possible and a no show will be waived if the court can still be cancelled or retrospectively removed.

### **13. Three late court cancellations or no-shows in any 90 day period will result in the loss of advanced booking rights for 1 month (30 days) for courts and private lessons.**

**Q.** Does that mean I can't attend courses and classes if I have lost my advanced booking rights?

**A.** Suspensions are split by activity types so you may still attend any courses you are currently booked on or book onto any classes while you're court booking rights are suspended and vice versa.

**Q.** Does this mean I can't play racquet sports for a month?

**A.** No. It means you cannot book in advance. You can be an additional player on another member's booking, walk on court if one is free or join in on courses and classes.

**Q.** It is not possible for me to share the booking responsibility as I am the only member of our doubles tennis group who is available to make the booking at 8am. Why should I be at risk of a no-show or late cancellation each time?

**A.** If you play with a regular group then you should encourage them not to let you down or try and share booking responsibilities. If your booking rights are suspended then you can still play if another one of your group makes the booking.

#### **14. Member guests can be named as an additional player on a court booking.**

**Q.** What's the difference between a 'guest' pass and a 'social guest' pass?

**A.** With a 'guest pass' you are able to use all areas of the club whereas a 'social guest' can only use the club social areas.

**Q.** My guest will not be able to 'swipe' into the club as they don't have a membership card. Will I receive a late cancellation?

**A.** No. You will not receive a late cancellation for bookings with genuine guests as additional players. This is why we ask for your guest's full name and email address to link to your booking.

**Q.** How can I make a booking with a guest?

**A.** If your opponent is not a member, you have to speak to reception. Our team will give you the availability and make the booking for you.

#### **15. If a racquet court is empty 10 minutes after a booking start time, the court may be released for use by other members.**

**Q.** Who is it released to – what if there is no one on the court after the 10 minutes?

**A.** It will be released for other members to book. If the court has not been rebooked by another member then the member can rebook but the late cancellation will apply.

**Q.** I have seen a court is free and I would like to play on it. What should I do?

**A.** You must see reception who will check if the original booker is more than 10 minutes late. If this is the case then they will be able to remove the original details and book you on instead. If you simply walk on court without contacting reception then priority will go to the original booker if they turn up.

#### **16. Clubs reserve the right to pre book courts and restrict bookings made by junior members.**

**Q.** Why do clubs pre book courts?

**A.** To provide group coaching, maintenance, tennis events, competitions and social events.

#### **17. If a Health and Fitness, Club or Club Plus adult member is found to be on court, they must pay a fee and the booking rights for everyone on their membership will be lost for one month**

**Q.** What happens if this behaviour continues to be the case?

**A.** They may have their membership revoked.

**Q.** My membership doesn't include racquet sports but I would like to try tennis or padel, how can I do it?

**A.** Our reception team will inform you about the activities and options that you have to try.

\* Excluding Harbour Clubs & David Lloyd Brussels