

# Group Fitness Guidelines

## Arrival and Punctuality

- Arrive 10–15 minutes early so you've got time to check in, set up and settle in.
- Classes start right on time.
- If you're late, we can't admit you and it counts as a missed class (\$5 fee).

## Cancellations & Fees

- Cancel online, in person, phone or email.
- Cancel 1+ hour before class  
→ Free.
- Cancel within 1 hour  
→ \$5 late fee.
- Don't show up  
→ \$5 missed class fee.
- If something unexpected happens, chat with our team, fees may be waived at our discretion.

## Booking Rules

- Book up to 7 days + 1 hour in advance.
- Max 3 classes per day.
- Online bookings close 15 mins before class.
- Last-minute spots: Our team can manually book you in up to 5 mins before start time.
- Waitlist: Max 5 people.
  - You'll get an email if added.
  - You may be added up to 15 mins before class.
  - Only join the waitlist if you're actually ready to attend — cancellations can happen anytime.

## Class Etiquette

- Wear proper workout gear and closed-toe athletic shoes.
- Reformer + wellness classes: grip socks recommended. No open-toed shoes or crocs.
- Bring a sweat towel (required for all classes) and a non-glass water bottle.
- We supply the equipment. Bring your own mat if you prefer.

## Check-In Process

To make sure you're counted and avoid penalties:

1. Head straight to the studio.
2. Scan your fob at the door.
3. Check in with your instructor and mention any injuries or special needs.

If your fob doesn't work, reception can help.

## Instructor No Show/ Class Cancellation

- If Bundha cancels a class within 1 hour of start time:
- You'll get a \$5 credit automatically.
- We'll notify you via call or text.
- We'll always try to find a substitute instructor first.

## Payments & Eligibility

- Outstanding fees = no bookings until paid.
- Frozen memberships can't book unless the freeze is lifted or a casual fee is paid.

## Casual Visitors

- Casuals follow the same booking + cancellation rules as members.
- Create a free guest account in the Client Portal to book.
- Cancel 15+ mins before class → Token returned (no refunds).
- Cancel <15 mins before class → Token not returned.
- Casuals must pay any late/missed-class fees at reception or through the portal.

## Safety & Fair Access

- Online bookings close 15 mins before class.
- Reception can book you in up to 5 mins before start time.
- No new bookings within 5 mins of class (safety first!).

## Good Community Vibes

- Double-check your booking before you arrive.
- Cancel early so someone else can take the spot.
- Keep noise low and return equipment neatly.
- Follow instructor guidance.
- Wipe down equipment after use.
- We LOVE feedback, chat to us anytime.