

BOOKING POLICY – FAQ'S

1. Class bookings can be made online from 8pm, 9 days in advance or 8 days in advance at reception, in person or over the phone. Courses are available for booking once published on the timetable.

Q. How do I register for online bookings?

A. You need to have registered for the Member's Lounge. Visit www.davidlloyd.co.uk/account/login-and-registration to register and log in. Once registered, you will see the online booking system link.

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.

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. I do not have access to the internet how should I book 9 days in advance?

A. Most of our clubs have an internet café facility. See a member of the team and they would be happy to help you register on the Member's Lounge so you can make bookings in club through one of our member computers in club.

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 about All Stars courses?

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. I pay for my child's All Stars course by Direct Debit. Do I need to book again?

A. No. The club will automatically renew your child's place onto the same or recommended course for a following term unless you have given your notice to cancel.

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.

Q. If my club doesn't have tennis, can my child book on Tennis All Stars at another club even if I am not a racquets member?

A. Providing you have access to the club with your membership package, your child would be able to join a Tennis All Stars course at another club. Please see your club membership team to check.

2. Vantage members can book classes up to 9 days in advance online at any David Lloyd Leisure Club* or 8 days in advance via reception.

Q. What is a Vantage member?

A. Vantage is a membership category that includes advanced booking rights at other clubs as one of its benefits.

Q. How do I become a Vantage member?

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

3. Non-Vantage members can book classes on the day at any David Lloyd Leisure Club* if spaces are available.

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

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

4. 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 is 4pm.

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

A. The earliest time you can make a booking is at the earliest your membership will permit entry to the club. So if the first entry time is 2pm at the weekend for example then the first booking is 2pm. During the week this will usually be when the club opens.

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.

Q. Can I book onto a class at a peak time if I am an off peak member and enter the club before 4pm?

A. No. You will not be able to book any class at a peak time. If you wish to secure a place you will need to upgrade. See one of the membership team for more information.

* Excluding Harbour Clubs or David Lloyd Hampton

5. Classes can be booked for any person connected with your membership package.

Q. I can't seem to make a booking for my partner 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' tab in 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.

6. 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. What is the minimum age I can book for my child?

A. You can book for your children from the age of 3 years.

Q. If my 12 year old is allowed to be in the club unaccompanied and wants to book how can this be done?

A. If a space is available on the day, reception will be able to make the booking on their behalf.

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.

7. 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.

8. 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 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. If I've booked online can I get a refund in club?

A. No. if you've booked and paid in club by cash/card then you can only obtain a refund in club by cash/card and if you've paid online you can only get a refund using the card that you purchased with online.

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.

9. If a booking is not used or is cancelled with less than 24 hours advance notice, a 'late cancellation' will apply to the member.

Q. Why do we have late cancellation policy?

A. Classes 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 Booking 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. What is the point of cancelling within 24 hours if I'm going to get a late cancellation?

A. To give opportunities for other members to book on.

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' it will appear as a late cancellation. It is also important that you use the correct membership card.

Q. How will I be notified that I have received a late cancellation?

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 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.

Q. What happens if the club cancels the class with less than 24 hours notice?

A. The club will inform you and a late cancellation will not apply.

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 session start time. It is also possible that we have noticed that you have entered the club in time but not participated in the session you booked.

Q. I have received a 'late cancellation' 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 the Sports Manager. To contact the Sports Manager by email then use the template 'sport.<club name>@davidlloyd.co.uk' for example 'sport.beckenham@davidlloyd.co.uk'. See reception or the website for club specific contact details. The club should respond to your request within 48 hours.

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 late cancellations will be recorded. If the security gates are not working you must check in with reception.

10. Three late cancellations or no-shows in any 90 day period will result in the loss of advanced booking rights for 1 month.**Q. Why over a 90 day period why not 60 days for example?**

A. The rule is to encourage members to participate or to cancel with enough time to allow other members to book and join in. 3 times over 90 days is 1 per month which we feel is appropriate.

Q. Does that mean I can't attend my course if I have lost my advanced booking rights?

A. You may still attend any courses you are currently booked on.

Q. What if the late cancellation was not my fault?

A. As the person booking we are asking you to take responsibility for that booking. The rule is set to 3 late cancellations before the withdrawal of your advanced booking rights to allow for this type of eventuality.

Q. I take part in multiple classes per week, 3 times is disproportionately low compared to a less frequent booker. Why is this not calculated as a percentage of bookings instead?

A. It is important that the policy is simple and easy to remember, calculate and enforce.

11. 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.

12. 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 the 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.