

Booking Attendance and 3-Strike Rule Policy

Kings Fitness & Leisure

Booking Attendance and 3-Strike Rule Policy

This policy will be reviewed by the Leisure Board of Directors.

Signature:

Name: Linzi Tanner

Position: Centre Manager

Date: 26/03/2026

Signature:

Name: Mr Brian Kirkup

Position: Chair of the Board

Date: 26/03/2026

1. Purpose

This policy is designed to ensure fair access to fitness classes and bookable activities at Kings Fitness & Leisure. Promotes respectful use of facilities, and reduce last-minute cancellations and non-attendance that prevent other members from participating.

2. Activity Booking Requirements

- All activities must be booked in advance via **online booking system, Kings Fitness App (Coming 2026 or at reception in person or over the phone)**.
- Users may only attend activities they are officially booked into.
- Bookings are non-transferable unless approved by management.

3. Cancellation Policy

- User must cancel their booking **at least 1 hour before** the scheduled activity start time.
- Cancellations made within the cancellation window or failure to attend will be recorded as a **strike**.
- Early cancellations made outside the cancellation window will not incur a strike.

4. Late Arrival Policy

- Users arriving **more than 5 minutes late** may be refused entry for safety and class disruption reasons.
- Late arrival resulting in denied entry will be treated as a **non-attendance strike**.

5. No-Show Policy

- A *no-show* occurs when a member does not attend a booked activity and does not cancel in advance.
- Each no-show will result in **one strike**.

6. 3-Strike Rule

Strikes accumulate over a rolling **30-day period**.

Strike Consequences:

- **1stStrike:**
Recorded on the member's account (no restriction).
Warning issued via **email and app notification (Coming 2026)**.

- **2ndStrike:**

Recorded on the member's account (no restriction).

Warning issued via **email and app notification (Coming 2026)**.

- **3rdStrike:**

Automatic booking suspension for 7 days.

During a suspension, members may attend bookable activities only if spaces are available on arrival (no advance booking).

7. Exceptional Circumstances

Strikes may be waived at management's discretion in cases of:

- Medical emergencies
- Severe weather or transport disruptions
- Technical booking system failures

Requests for strike review must be submitted via email to membership@kingsfitness.co.uk within **3 days** of the missed activity. A member of the management team will then look into the request and respond within 10 working days.

8. Member & Non-Member Responsibility

- Users are responsible for managing their own bookings and cancellations.
- Booking confirmations and reminders are provided as a courtesy and do not replace member responsibility.
- Users are required to **swipe their wristband or key fob** on turnstile when attending a fitness class or activity. If you do not have your wristband or key fob, a **manual check-in at reception is required**. Failure to check in may result in a strike being applied.

9. Policy Amendments

Kings Fitness and Leisure reserve the right to amend this policy at any time. Members will be notified of any changes via **email**. **This Policy will also be displayed on our website.**