South Lanarkshire Leisure and Culture
Cancellation policy

Important information:

- Please note that all fitness class timetables run indefinitely and are subject to variation/cancellation during public and school holidays. The timetable is managed in real time and will reflect last minute cancellations due to adverse weather/coach illness etc.

- If you give 24 hours notice or more of a cancellation, your booking will be moved to another available time. If no suitable time is available, you will receive a full refund.

- If you fail to give 24 hours notice of a cancellation or do not turn up for a pre-booked class, you will not receive a refund for the lost booking. Members and Activage card holders will be charged a £2 cancellation fee. If you have an outstanding payment (say a £2 cancellation for a class) you may be refused the booking or access to the class until you have paid the outstanding amount.

- If a customer, who has pre-booked their class and has not turned up for the class start time, their space may be given to a customer who is waiting.

- Names on the booking sheet are non transferable. Any customer arriving more than 5 minutes late will be denied access to the class as they have missed the warm up.

- We cannot always guarantee the teacher mentioned will take the class due to sickness and holidays.

- All class participants must register at reception / kiosk and pass a fitness class ticket on to the class instructor.

- Spot checks will be carried out on a regular basis to ensure all customers have a valid receipt.