

Gym, Swim and Group Fitness Members & Pay as You Go Customers

Cancellation Policy and Procedure

Direct Debit Member

- You may cancel a group fitness class booking or bookable pool session; however you must provide 8 hours' notice prior to the start time.
- Bookings can be cancelled at reception, via the telephone, online or via the app. If you cancel less than 8 hours BEFORE the start of the class or session, or do not attend without cancelling, you will receive a strike against your membership.
- If you receive 3 strikes within a 30 day period your advanced booking privileges will be revoked and a charge of £6 will be applied to your account.
- Booking privileges will NOT be reinstated until the charge has been paid (this will not be added to your monthly direct debit).
- If you receive a strike on your account you will need to log in to your account via the website or app to view this. After your third strike you will be unable to book classes 8 days in advance until the £6 charge has been paid.
- During the charge period, you are still able to attend and book classes or bookable pool sessions from midnight on the day of the class.
- Please note the front of house teams do not have the authority to remove a strike from the membership history.
- Active Luton guarantees the class type not the instructor. Anyone wishing to cancel within the 8 hour policy timeframe due to a change of instructor will have a strike applied to their account. Please note class instructor changes are always in advance unless sickness occurs. Therefore changes will not be informed.

Pay as You Go Members

- You may cancel an advanced group fitness class or bookable pool session; however you must provide 8 hours' notice prior to the start time.
- Bookings can be cancelled at reception via the telephone, online or via the app. If you cancel within 8 hours BEFORE the start of the class or session, or do not attend, you will receive a strike against your membership and will not receive a refund.
- If you receive 3 strikes within a 30 day period your advanced booking privileges will be revoked and a charge of £6 will be applied to your account.
- Booking privileges will NOT be reinstated until the charge has been paid.
- If you receive a strike on your account you will need to log in to your account via the website or app to view this. After your third strike you will be unable to book classes 4 days in advance until the £6 charge has been paid.
- During charge period, you are still able to attend and book classes or pool sessions from midnight on the day of the class.
- Please note the front of house teams do not have the authority to remove a strike from the membership history.
- Active Luton guarantees the class type not the instructor. Anyone wishing to cancel within the 8 hour policy timeframe due to a change of instructor will have a strike applied to their account. Please note class instructor changes are always in advance unless sickness occurs. Therefore changes will not be informed.

If you feel you have grounds for appeal against a strike or a resulting £6 charge having read the terms and conditions, please contact customerservices@activeluton.org.uk or call Active Luton Head Office on 01582400272 and ask the Group Fitness Manager or Centre Manager to contact you stating the reason for your appeal.