



EXERCISE CLASSES

WAITING LISTS

HOW CAN WE IMPROVE FOR EVERYONE?

Any class that constantly creates a waiting list seems like a good problem to have. It shows that our amazing instructors are making the classes enjoyable yet challenging enough for you to want to come back week after week.

Perfect, happy happy!

However, for many customers hearing “you’ll be on the waiting list” is all too familiar and for some, the reason why they stop. Not happy happy!

All classes are bookable on a first come, first serve basis, members get an extra day to book and our instructors are amazing therefore, waiting lists are inevitable. To help us manage the waiting lists and ensure everyone has a probable instead of a possible chance of getting onto the classes can I ask that all customers help us with the following;

- Check the details that we have for you are up to date and we have your primary contact number at the top of our list
- If you’re on a waiting list and no longer want the class, take yourself off the waiting list
- Call us back as soon as you can if you receive a call. From January 2020 we will be giving a 1 hour confirmation time limit on all spaces from the waiting lists. If we don’t hear back after 1 hour we simply move onto the next customer from the waiting list.

Thank you for your support. Enjoy your classes.

James, Centre Manager