



## GROSVENOR PLACE

### WELLNESS CLASS CANCELLATIONS AND BOOKING POLICY

The complimentary Wellness Classes at Grosvenor Place are limited to 16 class participants. While we are happy that our classes are at capacity, we are having issues with customers not showing up to classes they have booked.

Similar to most fitness studios, we will begin freezing bookings to future classes for customers who are a 'no-Show' for a class they have booked. Why? There are customers who want that spot you booked in for a class that you didn't show up for. This policy is put in place for the benefit of the customers.

As a result, effective starting Monday, 18 November 2019 we are implementing a cancellation policy as below:

#### CANCELLATION POLICY

If you are no longer able to attend a class that you have booked, you can cancel that class at least 12 hours prior to class start time without being penalised. Classes can be cancelled by following the 'cancel class' link on your booking confirmation, or by contacting the Grosvenor Place concierge team.

#### NO SHOW

If you do not cancel a class you have reserved prior to the start time of the class, your name will be added to a 'freeze list' and you will not be able to register to attend future classes for up to two weeks.

#### FAQ:

1. If I cancel 2 hours before class will my name be added to the 'freeze list'?

Yes, you will be placed on the 'freeze list'. You must cancel at least 12 hours before class time in order to not be placed on the list.

2. What if I am added to a class from the waitlist within the 12-hour window but I can't attend.

If you are on a waitlist, you should remove yourself at least 12 hours before class time, if you do not think you will be able to attend.

3. What if I really want to go to a class but I am not sure if I will be able to make the class because of other commitments (example: I'm not sure when my meeting will end)?

In this case, we suggest you do not register for the class, but show up as a stand-by if your meeting happens to end early enough. If there is an open spot once class time starts, then you can take the class.

4. I had a last-minute emergency; will you still add me to the 'freeze list'?

Please let us know if this is the case. If you are not a typical offender of the policy and have a good excuse, then we will not add you to the list.

If you have any questions, please contact the Grosvenor Place concierge team.