



NORTHCOTE AQUATIC AND RECREATION CENTRE

GROUP FITNESS BOOKING RULES

Studio Guidelines

Arrival

Please arrive 10-15 minutes prior to your class commencement time to ensure ample time for check-in and setup.

Punctuality

Classes begin promptly at their advertised start time. If a class begins at 9:00 am, latecomers will not be admitted after 9:00 am. Late arrivals will be marked as "Missed Class" and incur a penalty fee.

Avoid Additional Fees

Ensure you check in for your class or cancel classes you cannot attend to avoid fees.

Footwear

Shoes must be worn for all classes except Reformer Pilates and Wellness Studio classes. Open-toe shoes, crocs, or sandals are not allowed. Grip socks are recommended for Pilates Reformer classes.

Attire

Wear fitness attire or light, breathable clothing to ensure comfort and safety during your workout.

Essentials

Bring a non-glass water bottle and towel to any group fitness class.

Equipment

Mats and equipment are supplied for all classes. You may bring your own yoga mat if preferred.

How to Book Classes

Members can book classes at NARC in two ways:

- 1) By logging into our Technogym Mobile App, clicking on NARC Facility, scrolling down to Group Fitness Classes, then selecting "Book in Now". A full listing of bookable classes will then load. Click on "Book Now" and follow the prompts to secure your spot in class.

Technogym App: [Technogym App](#)

- 2) By signing into your client portal then clicking on the "Book" tab, you will find a full listing of bookable classes. Click on "Book Now" and follow the prompts to secure your spot in class.

Client portal link: [Darebin Venues - Client Portal \(perfectgym.com.au\)](#)

Booking Timeframes

Members with group fitness bookings access can book classes 7 days + 1 hr. in advance. This rule applies to all classes, including Pilates Reformer and Skill X.

Booking Frequency

Members with group fitness bookings access can book up to 3 classes per day.

Waiting List

A wait list of 5 members is available per fully booked class.

When a member with an existing booking cancels their booking, the next person on the wait list is automatically added to the class. The member added is notified via email to inform them of their class booking.

NEW Waitlisted members can be added to a class no later than **15 minutes** before class commencement.

NEW *Why 15 minutes? I don't have enough time to make it!*

We understand that a 15-minute cut-off may seem tight, and we apologise for any inconvenience. Our current class booking system has limitations that prevent us from accommodating multiple outcomes seamlessly. To maintain the self-serve convenience of booking and cancelling classes, we've had to implement this shorter waitlist cut-off.

When you waitlist yourself for a class, be prepared to attend if you are automatically added due to a cancellation. Remember, cancellations can occur at any time, including overnight. If timing might be tight for you, consider whether the waitlist is a good option. Being ready to take the class helps us manage the schedule effectively and accommodates those who may cancel or change their bookings.

NEW *What happens if I'm added to class from a waitlist last minute and I can't attend?*

Please give us a ring or send us an email to let us know. We are happy to cancel your booking for you if you need assistance and may waive your late cancellation fee due to your circumstances. Also note that all patrons can cancel their class bookings online up to 15 minutes prior to class commencement.

NEW Bookings Close

Online class bookings close **15 minutes** prior to class commencement.

Our Customer Service team can manually book you in to class up to 5 minutes prior to class commencement.

I see that there are spots available in a class, but I'm unable to book online because it's less than 15 minutes before the start time. Can I still join?

Yes! Our friendly reception team can assist with bookings up to 5 minutes before the class starts. Just visit our reception desk or give us a call for help.

It's less than 5 minutes before the class begins; can I still book in?

Unfortunately, no. For safety reasons, we cannot accept last-minute bookings. This policy ensures that we have enough time to properly set up and check in all participants.

Cancelling a Class

NEW Class bookings can be cancelled online, in person, or over the phone/email up to **15 minutes** prior to the class commencement.

Cancellation Process

Patrons can cancel their class in the following ways:

1. Technogym Mobile App
Sign in, follow the same steps as booking, but select "Cancel Booking" instead, and follow the prompts.
2. Client Portal (online)
Sign in, click on "My Bookings", select "Cancel Booking", and follow the prompts.

You can also cancel a booking by giving us a ring at 03 9088 4600 and speaking with a member of our Customer Service Team.

After hours, please send an email to info@northcoteaquaticrecentre.com.au.

NEW Can I still cancel a class online within the 15-minute window?

Yes, you can. Note that a late cancellation fee of \$5 will be applied to your late cancellation due to the lateness of the notice.

Missed Classes and Late Cancels

A \$5.00 fee will be applied for any Missed Class or Late Cancellations.

NEW Late Cancels – when a patron cancels their class booking within **1 hour or less** from the class commencement time.

Missed Classes - when a patron does not show up for their class booking.

Due to the popularity of NARC classes, each space in class is important for each of our members. Late Cancellations and Missed Classes take away reasonable opportunity from other members to book into and/or plan for classes and attend.

We recommend making sure to cancel class bookings you're unable to attend before the 1-hour window or beyond to ensure your fellow members have fair opportunity to take your place and to avoid a penalty fee.

Extenuating Circumstances

If a late cancel or missed class is due to extenuating circumstances, please contact our Customer Service Team to discuss the possibility of waiving the fee.

Outstanding Payments and Freezes

Members with outstanding membership dues will not be eligible to book in for classes until their balance is settled. One-time payments and payment detail updates can be made online via our client portal and selecting "payments" or "payment settings".

Whilst a member is on suspension or "Freeze", they will not be eligible to book into/participate in classes unless the freeze is removed or a casual fee is paid.

Checking in to your class (NARC)

Upon arrival members should find their way to their class studio and check-in. Checking in marks your attendance in class. Checking in will also prevent any 'missed class penalties'.

Wristband scanners can be found outside each studio at NARC. Members will need to run their membership wristband over the scanner on the door for access. Once scanned, the door will open and automatically check you into your class.

If your wristband isn't working, please stop by and speak to a member of our Reception Team to ensure your membership and wristband are in good standing. Alternatively, flag your class instructor down so that they can check you in manually via our Group Fitness iPad stations.

Checking in to your class (Narrandjeri Reformer Studio)

Upon arrival, members should find their way upstairs to the Reformer Studio (Floor 1 – Multipurpose Room 2).

Your Reformer instructor will check you in upon arrival via our Group Fitness iPad station or check-in device.

Special Note: Narrandjeri Reformer Studio at Narrandjeri Stadium does not have a Customer Service Team to assist you. For any membership, billing, bookings, or general enquiries, please contact NARC directly at info@northcoteaquaticreccentre.com.au or our main phone at 03 9088 4600.

Casual Visitors

Casual visitors are subject to the same group fitness rules as our members. You can book casual classes through our Client Portal by creating a free guest account.

Please note the following cancellation policies and fees:

- Cancellation with refund: If you cancel 15 minutes or more before the class starts, you will receive a refund for the class.
- Cancellation without refund: If you cancel less than 15 minutes before the class starts, no refund will be issued.

Casual users will need to pay any late cancellation or missed class fees manually via our Client Portal or at our Reception desk.

Amendment of Rules

Please note that these rules and guidelines are subject to change at the discretion of Clublinks at any time without prior notice. We recommend regularly checking for updates to stay informed about any changes.