

NO SHOW PROCEDURE - NATO SPORT CENTER

NATO SPORT CENTER. It is the responsibility of the fitness centre staff to enforce this policy and inform members about the credit deduction consequences associated with no-shows.

Policy

Members who book a spot in a fitness class, personal training, tennis courts, space in a pool lane... are expected to attend or cancel their booking in advance. Failure to provide a cancellation notice at least 4 hours before the scheduled class time will result in a credit deduction or in deactivation of the online booking privileges.

Procedures

4.1. Booking

- a. Members can book an activity through our online booking system or by contacting the fitness centre staff.
- b. The member must confirm the booking by providing their name, contact information, and preferred activity date and time.
- c. At the time of booking, members must be informed about the 4-hour cancellation policy and the consequences of no-shows.

4.2. Cancellation Notice

- a. If a member cannot attend a booked activity, they must provide a cancellation notice at least 4 hours before the scheduled class time.
- b. Cancellation notices can be submitted through our online booking system, by contacting the fitness centre staff, or through any other designated communication channels.
- c. The member must provide their name, contact information, and the date and time of the class they wish to cancel.

4.3. No-Show Policy

- a. If a member fails to attend a booked activity without providing a cancellation notice at least 4 hours in advance, their credit for that class will be deducted or in case of membership to group classes, their online booking privilege will be blocked for a period of one month. For the latter, bookings are still possible at reception at the moment of the events members wish to subscribe to.
- b. Fitness centre staff will update the member's account to reflect the credit deduction.

4.4. Member Notification

- a. Fitness centre staff will remind members about the 4-hour cancellation policy during class bookings and whenever necessary.
- b. Members who have incurred credit deductions due to no-shows will be notified via email, SMS, or any other communication method specified in their account.
- c. The notification will include the details of the class, the date of the no-show, and the number of credits deducted.

4.5. Appeal Process

- a. Members who believe their credit deduction was unjustified may submit an appeal to the fitness centre management.
- b. Appeals should be made in writing and include the member's name, contact information, the date and time of the class in question, and a brief explanation of the circumstances.
- c. The fitness centre management will review the appeal and make a decision within a reasonable timeframe.

Enforcement

Fitness centre staff will be responsible for enforcing this SOP. They must ensure that all members are aware of the no-show policy and the associated consequences. Staff members will accurately track attendance, cancellations, and credit deductions. Any disputes or appeals will be handled in accordance with the appeal process outlined in section 4.5.