

## **Bookings**

Bookings for spaces within the coaching programme are allocated on a first-come, first-served basis through the online booking system, with no waiting lists currently in operation. Individuals may be refused entry if they have they have no booking and the class is full.

It is the responsibility of customers to ensure they book into the appropriate level of class; class descriptors can be found on our website.

In the event that the class criteria have not been met, we will advise of the most suitable level and, where possible, move you into the appropriate class. If, after familiarizing yourself with the requirements, you would still like additional guidance on which level to book, please contact us at [sport@kaleisure.com](mailto:sport@kaleisure.com).

Members should book by emailing [sport@kaleisure.com](mailto:sport@kaleisure.com), while non-members can book by visiting <https://kaleisure.courseprogress.co.uk/login>.

## **Payment**

Payment for our coaching is via an Inspire Membership or a block payment; some exclusions may apply, in which case we allow a weekly pay-as-you-go option. These will be highlighted on our website.

## **Moving class**

Class movements are made, if available, by emailing [sport@kaleisure.com](mailto:sport@kaleisure.com).

## **Refunds**

We will make every effort not to cancel lessons, but in the unfortunate event that we do, we will either add an additional session at the end of the block or add credit for future bookings.

No refunds will be provided for any participant absences.