

Elevate Academy FAQs

Why is it important to complete all 4 sessions?

Elevate Academy provides younger members with important information regarding gym etiquette and safety.

There are many pieces of kit in the gym environment which, if not used properly, have the potential to cause injury. Therefore, before gaining unsupervised gym access, under 16's must be able to demonstrate that they can apply the knowledge they have been given to operate the gym equipment effectively and safely.

What happens if I miss a session?

Before booking an Elevate Academy course, please check that you will be available to attend all 4 sessions.

If you are unable to attend a session due to exceptional circumstances, please contact us via e-mail (customerservice@kaleisure.com) and we will try to arrange a suitable time for you to take part in a catch-up session with a fitness instructor. This will depend on staff availability and so may delay the completion of your course.

In order to receive your free one month membership all 4 sessions must be completed.

Why are there no courses showing for my chosen location?

If no courses appear for your selected location this means that all upcoming courses at that location are full (you can see these by clicking on the 'show classes that are full' filter).

New courses are added monthly, usually during the first week of each month. If no courses are available for your preferred location, please continue to check the website for new courses being added.

Is there a waiting list for Elevate Academy?

No, currently we do not have a waiting list for the Elevate Academy course. Spaces are offered on a first come, first served basis.

I've booked a course but can no longer make it. What do I do?

Please contact Customer Service (customerservice@kaleisure.com) and we will advise what options are available with regards to changing to a different course or providing a refund.

I've booked the wrong location. What do I do?

Please contact Customer Service (customerservice@kaleisure.com) and we will transfer you to the location of your choice, providing there are spaces available.