



Bookings & Activities Terms & Conditions

Four ways to book your fitness classes:

1. Via our mobile app
2. Online at www.volair.org.uk
3. By calling our customer care team on 0151 443 2200
4. In person by visiting any Volair club

You are required to be registered on Volair's membership database to utilise any Volair facility. Full payment is required at the time of booking. These terms & conditions are in addition to any other agreed terms & conditions.

COVID-19 Specific Terms & Conditions

1. Activities & fitness class bookings can only be made up to 2 days in advance. Advance bookings becomes available from 7am
2. Members are only permitted to book one squash / badminton booking per day
3. All activities & fitness classes must be pre-booked and pre-paid

Booking Classes

1.1. Fitness class bookings can be made up to 7 days in advance with the exception of spin. Spin classes can be booked 3 days in advance. Advance bookings will become available from 7am.

1.2. Bookings can be made online up until 15 minutes prior to the class start time, or by phone/in person up to the activity start time. You should make every effort to arrive at least 10 minutes prior to the class start time to allow enough time to access the club and put your belongings in a locker. This will allow the class to start on time.

1.3. If you book onto the waiting list (if applicable) for a fitness class, you will only be charged if you take a space that has become available.

1.4. The cost of each class for pay-as-you-go customers will be shown clearly on the online booking screen. If a member, all classes included within your chosen membership type will have no cost associated to them.

1.5. You can book as many fitness classes per day as you desire however you must not book classes that start/finish times overlap resulting in you needing to arrive late or leave a fitness class early in order to attend the next. Abuse of this may result in members being withdrawn from the online booking system.

1.6. To gain entry to a Volair club any member who has booked and paid for activities will be required to swipe their Volair membership card at reception to gain access. Volair members with a valid membership can swipe their membership card at reception or using our fast track entry turnstiles. Please remember to allow sufficient time to swipe during busy periods.

Cancellation of Bookings By Members

2.1. Under no circumstances will a refund be issued for members cancelling activity bookings.

2.2. Cancelling an activity booking (badminton/squash) must be done more than 2 hours in advance of the start time of the booked activity. 3G pitch bookings – require a 7 day non-refundable notice period for all pitch booking cancellations. If this falls outside the 7 day notice period then the full hire price will be credited, refunded or hire rearranged. Any cancellations made after the 7 day notice period will not be eligible for a refund, credit or to be rearranged.

2.3. Members can cancel classes online, at any Volair club or by calling our customer care team on 0151 443 2200 up to 30 minutes before the class is due to start and if the space gets taken by another member then you will not receive a strike for failing to attend. You can also cancel more than 2 hours before the class is due to start and there will be no strike, whether the space is filled or not.

2.4. Volair reserves the right to refuse or cancel any booking without giving any reason, to refuse admission to any Volair club, to reject an application of membership.

2.5. Volair reserves the right to add to, change/withdraw or cancel activities or fitness classes without notice. This includes closing a club or changes to its opening hours for safety reasons, maintenance or special events. No refund of membership fees will be made if a facility, activity or fitness class booking is cancelled by Volair. Volair will always endeavour to give as much notice of any changes to members in advance.

2.6. Volair will not be liable for any expenses incurred or loss sustained by the members arising from the booking or cancellation.

Failure To Attend A Booked Fitness Class

3.1. Volair operate a three **strike** rule for failure to attend a fitness class. If you fail to attend a class without informing us in advance you will receive one strike, if you receive three strikes in a 30 day period you may lose the ability to book classes in advance online. You can cancel classes online, at any Volair club or by calling our customer care team on 0151 443 2200.

Activities / Fitness Classes Cancelled By Volair That You Have Booked

4.1. Members who book and pay online will be entitled to a refund if Volair withdraws the facility, activity or fitness class. The payment will be refunded directly to the credit or debit card it was originally booked on upon presentation of the web booking reference number at any Volair club. This booking reference can be found on the confirmation email that you will have received.

4.2. Members who have booked and paid at a Volair club will be offered the choice between a refund and being transferred to an alternative activity/fitness class.

4.3. No refund of membership fees will be made if a facility, activity or fitness class is cancelled by Volair.

Volair Member

If you are already registered as a Volair member then you will have access to our online booking system. If you do not have your login details and membership ID, visit our booking page online at www.volair.org.uk/book-online and select 'set up an online account' then 'forgotten password'. Alternatively you can speak to a member of the reception team at your local Volair club and they can supply these for you. If you have not previously supplied us with your email address when joining or registering then you will need to contact us to add this to your account. It is important you update your email address with us if this changes.

Not a registered member

It is possible to access everything Volair has to offer using our pay-as-you-go options. You can register your details by visiting www.volair.org.uk. You will receive your login details immediately via email.

Bookings will be confirmed when you pay in full for your activity/fitness class and you will receive payment confirmation via email from the system. Please ensure that your email details are correct.