

Healthy Living Centre – Booking, Cancellation, No Show & Late Policy

Purpose

This policy outlines the procedures and expectations for booking, cancellation, attendance, and punctuality for activities offered at the Healthy Living Centre. It ensures fair access, operational efficiency, and accountability for all participants.

This policy does not apply to Athletics Camps and Academies.

Scope

This policy applies to all individuals participating in activities booked through Setmore or Univerus platforms, including drop-in sessions and league bookings. It covers the following activities but is not limited to them:

Badminton, Table Tennis, Pickleball, and Fit for Life Classes

Booking Procedures

All participants are required to book their own classes using their personal Setmore or Univerus account. Bookings must be completed prior to the scheduled activity time. Healthy Living Centre staff may assist individuals by helping them log into their account and navigate the booking platforms. However, staff will not perform administrative bookings on behalf of participants to prevent accidental cancellations and ensure personal accountability.

If the scenario arises where an individual requires the Healthy Living Centre front desk's assistance in creating a Univerus account to book a particular class or league, the individual must pay in full for the class or league up front at the front desk before being signed up for the class or league.

All Univerus bookings require payment on booking.

Back-to-Back Class Attendance

Participants attending consecutive classes must pay for both sessions and have the appropriate number of punches deducted from their punch card upon arrival for the first class. They are responsible for notifying Healthy Living Centre staff at check-in that they are registered for multiple classes.

Class Capacity

Each class has a predetermined capacity limit. Once the maximum number of participants is reached, no additional individuals will be permitted to join the session. The Healthy Living Centre reserves the right to review and adjust class capacities based on operational needs and participant demand.

Cancellation Policy

All bookings made through Setmore and Univerus must be canceled by the individual using their personal account no later than 24 hours prior to the scheduled class time. Both systems have been configured by the Healthy Living Centre to restrict cancellations beyond this 24-hour window.

Failure to cancel within the required 24-hour notice period will result in the individual being charged for the missed class or having an additional punch deducted from their punch card at their next visit.

If an individual is unable to cancel within the 24-hour window but makes every reasonable effort to notify the Healthy Living Centre at least three hours before the class start time, the following procedure must be followed:

1. The individual must call the front desk to notify staff of the cancellation.
2. The individual must then send a follow-up in writing by email to the Healthy Living Centre confirming the cancellation and providing a reason for the late notice.
3. Upon receipt of the written email, front desk staff may proceed to cancel the booking without charge, provided the notification meets the minimum three-hour requirement.

Cancellations made less than three hours before the class will be reviewed on a case-by-case basis. Only administrative staff are authorized to determine the outcome of such cases. Due to varying administrative schedules, a decision may not be provided on the same day as the booking.

Additionally, the individual's details will be recorded on an internal form to document non-compliance with the Healthy Living Centre Cancellation Policy.

When booking through Univerus, and upon the cancellation of an ongoing class or league, the amount due will be prorated and include applicable cancellation fees.

Waitlist Policy

Individuals who arrive at the Healthy Living Centre without a prior booking in Setmore and report to the front desk will be considered on the waitlist. Once the roster of registered attendees is confirmed and the class has begun, waitlisted individuals may be admitted only if the class is not at full capacity. Admission from the waitlist will be granted on a first-come, first-served basis after 15 minutes from the start time.

For Univerus bookings, only individuals officially listed on the waitlist will be considered for class participation. Admission will also follow a first-come, first-served protocol. No individual will be prioritized or moved ahead in the waitlist queue for any reason, regardless of the booking platform.

Late Arrival Policy

Registered participants must arrive no later than 15 minutes after the scheduled class start time. This policy is in place to minimize disruption to instructors and fellow attendees and to maintain the integrity and flow of the class.

If a registered participant fails to arrive within 15 minutes and has not made any effort to notify the front desk of their late arrival, their spot will be forfeited. In such cases,

individuals on the waitlist who are present and have notified the front desk may be admitted to the class, subject to staff approval.

Participants who forfeit their class due to late arrival without notification will be considered in violation of the cancellation policy. They will be required to pay for the missed class or use an additional punch from their punch card at their next visit. Additionally, their details will be recorded on an internal Healthy Living Centre form to document the incident.

No Show Policy

An individual who has registered for a class via Setmore or Univerus and fails to attend without canceling through their account or notifying the front desk staff will be considered a no show. These individuals will be automatically recorded on the Healthy Living Centre's internal form documenting non-compliance and expected to either pay or use an additional punch from their card at their next visit.

Three Strike Policy

Each time an individual violates the Healthy Living Centre's policies regarding cancellation, late arrival, or no-show, their name and incident will be recorded on an internal tracking form.

Upon the third recorded violation, the individual will be subject to a formal review by Healthy Living Centre management. Following this review, appropriate action will be taken, which may include but is not limited to:

- Temporary suspension from registering or attending classes
- Permanent refusal of registration privileges
- Financial penalties equaling up to the owed amount of missed sessions
- Other administrative actions deemed necessary

Continued violations beyond the three-strike threshold may result in termination of access to Healthy Living Centre services and facilities.

Reminders and Guidelines

The Healthy Living Centre retains first claim to the use of its facilities, including buildings and grounds. Any agreements made regarding bookings are contingent upon the operational needs of Brandon University programs. These agreements may be altered or terminated at any time to accommodate university requirements.

Adult supervision is mandatory for all classes. An adult is defined as an individual 18 years of age or older and must accompany any participant attending a class or the facility that is 14 and under as outlined in the Healthy Living Center Terms and Conditions.

Participants must wear clean, indoor, non-marking shoes during all activities. Bare feet and sock feet are not permitted.

Food is not allowed in any areas of the Healthy Living Centre that are not specifically designated for food consumption. All drink containers must be sealed and spill-proof.

Parking on campus is managed through Brandon University's designated paid parking lots or the City of Brandon's street parking system. Members attending classes may use member parking, but must register their license plate at the front desk each time they use the facility. A "member" is defined as an individual holding a valid Healthy Living Centre membership. This does not include punch card holders, except those with a fitness punch card.

All other parking, including Lot 10, must be paid via the machine located at the east entrance. The front desk staff do not have access to this payment system.

Brandon University will seek full restitution for any damage caused to its equipment, buildings, or grounds by individuals attending classes. This includes, but is not limited to, nuisance acts such as pulling fire alarms, tampering with elevators, and damaging washrooms or locker rooms.

Zero Tolerance Policy

Zero Tolerance Policy for all forms of abuse.

We are committed to providing a safe, healthy and respectful environment that is free from violence. Harassing, abusive and aggressive behaviour will not be tolerated.

If our policy is violated, we reserve the right to cease communication and take appropriate action including limitations or removal of privileges and legal action.

Policy Review and Acknowledgement

This policy is subject to periodic review and updates by the Healthy Living Centre administration to ensure alignment with Brandon University's operational needs and participant expectations. Any changes will be communicated through official channels and updated in the booking systems accordingly.

All individuals participating in activities at the Healthy Living Centre are expected to read, understand, and comply with the terms outlined in this policy. By registering for any class or activity, participants acknowledge their agreement to adhere to these guidelines and accept any consequences resulting from non-compliance.

For questions or clarification regarding this policy, individuals may contact the Healthy Living Centre.