

Late cancellation/no show policy

Why have we implemented a late cancellation/no show policy

Our late cancellation/no show policy was implemented to ensure fairness in our booking process, granting all members an equal opportunity to access classes by encouraging timely cancellations and responsible bookings. Rather than having a strict, zero tolerance policy, we elected to have a custom, 3-strike solution built and integrated into our booking software, granting members some grace, whilst still supporting fairness for the wider community.

What is classified as a late cancellation?

A late cancellation is a class cancellation that is made within 12 hours of the scheduled start time of a class. While 12 hours might seem like a long window, we needed to ensure fairness, especially for our early morning classes at 6:00am, where late cancellations were becoming far too common and members were missing out. A 12-hour window allows enough time for members to adjust their schedules the night before, whether they're hoping to book a spot or being moved up off the waitlist.

What is classified as a no-show?

A no-show occurs when a member is booked in for a class, however, does not attend or cancel themselves from the list. A no-show can also occur as a result of a member not scanning themselves in at the entry point using their wristband. In either instance, a no-show results in a strike against a member's profile.

What happens if I am on the waitlist, I get moved into the class within 12 hours of the class time, but can no longer attend?

In this scenario, as long as you cancel yourself out of the class once you are notified of being upgraded from the waitlist, a strike will not be applied. If you do not cancel yourself from the class, or do not show up for the class, a strike will apply.

What happens if I need to cancel a class due to extenuating circumstances?

We understand that sometimes unforeseen circumstances can prevent you from attending a class. If that happens, please reach out to our Customer Service Team via members@ssct.com.au. We are always happy to discuss your situation, and fees may be waived at our discretion.

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What happens if I receive 3-strikes within a 30-day period?

Upon receiving your third strike within a 30-day period, a \$10 fee will be applied to your account, and a temporary block placed on bookings until the fee is paid. Once the fee is paid in full, your account block will automatically be removed, and your strike count and 30-day window will reset and begin again.