

Kilkenny Local Authorities Leisure Complex Ltd
T/A The Watershed, Bohernatounish Road, Kilkenny

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Strike Policy

Due to the high demand for our Fitness Classes and the increasing number of 'no shows' and late cancellations we have implemented our booking penalty system. This means that 'Strikes' are applied to customer accounts when a customer does not attend a class they have booked or cancels their booking with less than four hours notice.

Customers must cancel their space in class giving as much notice as possible if they are unable to attend, to make it fair to other customers who are trying to avail of a space. Classes can be cancelled via our website or App or at Reception. Cancellations are not accepted by social media or WhatsApp messages.

We respectfully ask that customers do not book several classes at a time, unless they are genuinely committed to attending all of the classes that they book. Booking several classes at once and cancelling on the day in question is unfair behaviour which prevents other customers from being able to make a booking.

What is a Strike and what happens when a Strike is imposed?

If you book into a class and do not attend, or if you cancel your booking with less than four hours' notice, you will receive one strike on your account.

If you receive two strikes within a 30-day rolling period, this will result in a seven day booking ban.

You will receive a message on your screen when you try to book, once the booking ban has been applied.

The booking ban will automatically be removed from your account when it expires and the strikes set to zero.

To avoid being marked as non-attended, it is essential that all customers attending classes do the following:

1. If you are a member, you must swipe in at Reception using your key fob OR if you are a Pay As You Go customer, you must check in with the Receptionist on duty
2. All customers must also sign in with the Fitness Instructor on entering the studio.

Please note:

- This policy applies to all fitness class bookings, made by both members and non-members, whether the booking is made via app, website or in person at Reception.
- Booking bans may not be lifted at Reception. If you believe a booking ban has been incorrectly applied, please send an email to amanda.menton@thewatershed.ie or martin.oshea@thewatershed.ie and we will look into it for you.
- A booking ban is not a freeze on membership, members can still access the facilities and direct debits will continue to be paid during a booking ban.

Thank you for your co-operation