

re: 'No show' policy

Dear member,

We're writing to let you know that as from Monday 14 December we'll be trialling a new cancellations policy at the leisure centre – this will be in effect at [Devizes Leisure Centre](#) and [Springfield Community Campus](#) initially, prior to potential roll-out across all our leisure centres.

We know, and fully understand, that sometimes life gets in the way and you're not able to attend a booking that you've made. Unfortunately, too often these bookings are not cancelled, and those spaces are not made available to other potential users.

This new policy will put a penalty of £3 against any booking for the gym, swimming or group exercise class, where a member has not turned up AND not cancelled either. Having this debt on your account will also prevent you from booking until it has been cleared.

For this trial period, until Friday 15 January, we will be waiving this fee so there will be no charge to you, but if you incur this penalty you will need to make contact with us to clear it, and you won't be able to book until you have done so.

Ways to cancel your booking

If you can't attend a session for any reason you will need to cancel that booking, free of charge, no later than 2 hours before the session where at all possible.

1. [Cancel online](#) - for any zero-cost booking this is the simplest and most effective way of cancelling for Life Zone, Fitness Zone, Swim Zone, Young Adult and Junior Zone members and we would encourage you to use this method to be in control of your own bookings.
2. Phone the centre to cancel
3. If you can't get through on the phone, then you can email the centre directly to confirm your wish to cancel; either at devizes.leisurecentre@wiltshire.gov.uk or springfieldcommunitycampus@wiltshire.gov.uk as relevant.

Cancelling online

For a step by step guide on how to cancel online - either using the desktop version or the mobile version, please click on the link below.

[Cancellation process – step by step guide](#)

We won't operate a waiting list for any sessions – spaces will become available on a first come, first serve basis whenever a cancellation in any given session is made.

We do hope you can appreciate that this policy is a positive thing for all members, hopefully creating less empty spaces in sessions that appeared to be full. We will review the impact of the trial on 'no shows' and provisionally intend to implement the policy in February 2021.

Best wishes

Leisure Services management