A NEW SYSTEM TO HELP EVERYONE ACCESS THEIR FAVOURITE BROOKES SPORT FITNESS & WELLBEING CLASSES

What is the Rule?
If you book a class and can’t attend then you must cancel up to a minimum of 1 hour before the class starts to avoid a late cancellation/no show dishonour charge.

What if I don't cancel?
If you don't cancel more than 1 hour before your class then you will be charged adult price level. All monies will be passed on to our charitable partner. There are no changes to our member’s terms and conditions.

How do I cancel?
You can cancel via the online booking site or the App up to 24 hours in advance.
Under 24 hours before the class starts you will not be able to cancel online or via the App. (You will need to contact the respective Centre for Sport directly).
If you haven’t already registered for Online Bookings then we recommend you contact reception for your log in details.
If possible, please email your cancellation request (our preferred method) to the respective centre for sport. You can also telephone (during busy periods the staff may not be able to take your call though) or in person at the reception desk. We will take into account the date and time the email is received.

Botley email - botley.sport@brookes.ac.uk phone - 01865 488379 | Headington email - headington.sport@brookes.ac.uk phone - 01865 484373 / 484374

Why is this being introduced?
After much customer feedback about people not being able to book and then classes not being full, we need an effective system in place to rectify this issue. This is to help our customers to be able to get to the activities that they want to do and not be left disappointed when they can’t get into the session that they want.

What if I don't agree with a charge?
You can log a refund request if you feel that you have mitigating circumstances and would like to log an appeal. You can do this by contacting the respective Centre for Sport or in person.

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