



HotLotus
WELL-BEING HUB

7th February 2019

CHANGES TO OUR CANCELLATION PROCEDURE

Please take the time to read this update as it contains important information on changes to our cancellation policy.

With immediate effect you will be able to manage cancellations via the mobile app or the web right up to the class start time. If you cancel within one hour of the start time of the class however or fail to turn up to class your account will receive a STRIKE. You will receive a strike whatever type of membership you are on, be that an intro offer, monthly membership or a class pass.

If you receive 5 strikes you will be unable to book on to classes without contacting the studio to have your account re-set.

If you are on a class pass your class credit will be re-credited to your account as long as the cancellation is outside the final hour before class starts.

We do understand that there are occasions when being unable to attend at the eleventh hour is unavoidable and of course in extenuating circumstances Hot Lotus will remove strikes and re-credit class passes.

Why are we making these changes?

Firstly, because the 12 hour cancellation rule was introduced to reduce the level of late cancellations and no shows however as most of you will be aware this hasn't been effective at preventing this as we regularly have no shows and last minute cancellations..

Secondly, the volume of calls, emails and messages to cancel classes within the 12 hour window (as our studio members are increasing) has become a huge administrative task.

Thirdly, this will ensure that those on wait list are moved on to the class immediately that the space becomes available.

What happens if you are on a wait list?

It is usual that if you are on the wait list that you will get on to the class so do watch out for notifications. If you have the app and you haven't already ticked to allow notifications on your app please do go into to your settings and allow them. This will ensure that if you are on the wait list that you get an immediate notification if you are moved on to the class list. You will also receive an email notification.

If you have placed yourself on the wait list and you are no longer able to attend please do cancel your place on the wait list.

If you were on the wait list and are moved on to the class within too short a time frame for you to attend you will receive a strike and if you are on a class pass you will lose a credit but we will deduct the strike and reimburse the class credit.

Checking in to class is important!

Please do ensure that you have checked in at reception before class so we have marked you as attending otherwise you will be marked as a no show and will get a strike!

We need to know who is attending class for insurance reasons and also to rule out potential no shows. Reception does get busy and we are looking at introducing a quicker self check-in procedure in the near future, in the meantime bear with us and give your name in at reception. Don't assume everyone on the front desk will know you as we have taken extra front of house team members recently.

Our commitment to you

We want to ensure that all our students get the best experience and avoid the disappointment of not being able to attend classes because they are full only to find that spaces were available on the day due to last minute cancellations and no shows.

We remain as understanding as always in terms of why last minute cancellations can occur (as parents ourselves we understand children get sick and we have got stuck in traffic ourselves for example!) but we need to ensure that students don't book on to multiple classes to secure their space and then fail to turn up to half of them which has been a problem over the last month.

If in doubt cancel early! If you find that your circumstances change and you think you can make it to the class after all you might still get in.

We thank you for your understanding and hope that you also find this change in policy a better and easier way for you to manage your class bookings and cancellations.

We will review how the revised system is working in a few weeks time and as always welcome your feedback and suggestions on how we might improve our service in the future.

Many Thanks

Heidi and Hugh

Hot Lotus Ltd