

## CLASS GUIDELINES

### 課堂指南

To create the best experience for all valued members, please follow these guidelines:

為使各尊貴會員可享受到最優質的服務，請遵循以下指引：

#### 1. Class Booking 課堂預約

Class bookings must be made **at least 6 hours before** class time. Class bookings can be made at earliest 7 days in advance of the class. It is important that you book your class in advance since some classes are more heavily attended than others.

由於部分課堂反應熱烈，為確保閣下能順利參與課堂，敬請提前預約。請於課堂開始前**至少6小時**預約。所有課堂最早可於7天前預約。

We also limit our class sizes so that they are not overcrowded. If a class you wish to take is full, we will place you on the wait list and notify you of an opening as soon as possible.

每個團體班均設人數上限，以確保課堂素質。額滿後的預約會被列入候補名單中。若有空缺，我們會儘快通知候補名單中的學員。

#### 2. Cancellations 取消預約

Please give us **6 hours'** advance notice if you cannot attend the pre-booked class so that we can release your booking to waitlisted members. Late cancellation (less than 6 hours before class time) or no-shows will be charged for the session.

如未能出席已預約之課堂，請提前**6小時**通知及取消預約，以便我們安排候補名單中的會員參與課堂。臨時取消預約（少於課堂前6小時）或缺席，有關課堂將被視為已使用。

- 3 or more cumulative late cancellations and / or no-shows over a consecutive 30-day period will result:
- your booking privileges being revoked for 2 weeks for first-time offenders; thereafter,
- bookings in advance will not be allowed for one month;
- during the aforesaid period, your class registration will be restricted to in-person standby before the class on a first come first served basis.
- 30天內累計3次或以上臨時取消預約及/或缺席：
- 初犯者，被暫停預約課堂2星期；再犯者，預約課堂權利被暫停1個月；
- 於上述期間，閣下只能於課堂開始前親身前往本會進行現場候補上課。

#### 3. Waiting list 候補名單

When a reservation is cancelled more than 6 hours before the class time, a spot will be open to clients on the waiting list. You will receive a phone call from us confirming your space. Members on waiting list who do not receive the call 2 hours before the class can assume their bookings unsuccessful.

課堂前6小時或以上被取消的預約，其空缺位置將會給候補名單上的會員。我們將會致電閣下確認預約成功。若課堂開始前2小時仍未收到本會通知，則表示該課堂已額滿而閣下未能成功預約課堂。

#### 4. Standby 現場候補

For all cancellations made less than 3 hours before class time or no-shows, the spots will be released to members on standby, since there is not enough time to confirm waitlisted members.

所有於課堂前3小時內被取消的預約，及缺席，其空缺位置將會釋放給現場候補的會員。

Please note that members on waiting list have no influence on standby members. Waiting list and standby list are two separate lists, no overlapping within the same time slot.

請注意，候補名單和現場候補是2個獨立的名單，兩者並不互相影響，釋放給2個名單上的空缺並不會在同一時段內重疊。

#### 5. Arriving at the Centre 到達本會

Please arrive at least 10-15 minutes before your class to allow yourself sufficient time to sign-in and prepare for class. All classes start on time. Once class starts, you will not be allowed entry.

為確保閣下有充足的準備時間，請於課堂前至少10至15分鐘到達本會登記。所有課堂均準時開始。當課堂開始便不准進入。

## 6. Sign-In 登記

You must sign-in at the reception before entering the practice area for class even if you have made reservations in advance.

即使已提前預約，閣下仍必須於上課前到達本會接待處進行登記。

You are required to sign-in before the class starts. Please show your membership card at the reception in order to sign-in and obtain a locker key.

閣下需於課堂開始前完成登記手續。登記時，請出示閣下之會員證辦理手續。完成登記後，閣下會獲發一條儲物櫃鑰匙。

For any loss of membership card, you will be charged for a HK\$100 replacement fee. For any lost or damaged locker key, a HK\$300 replacement charge will be imposed.

遺失會員證需繳付HK\$100重新辦理。遺失或損壞儲物櫃鑰匙者，需賠償本會HK\$300之維修費用。

## 7. Personal Belongings 個人物品

VO2 Max Fitness Management Limited. ("VO2") accepts no responsibility for the loss or damage of locker contents. Daily lockers are not for overnight use.

VO2 Max Fitness Management Limited. ("VO2") 僅提供儲物櫃，但不具任何保管責任。儲物櫃僅限當天使用。本會將於當天營業時間後清理所有儲物櫃。

## 8. Proper Attire 衣著

Please wear clean appropriate workout clothing (no jeans, no work clothes) during exercise. No torn clothing is permitted and chest area must be covered.

請穿著乾淨整齊的運動服。嚴禁穿著破爛或暴露衣物。

## 9. Preparation Before Class 課前準備

Make sure to keep hydrated by drinking water both before and after class.

上課前後請務必喝水以維持身體所需水份衡量。

Tell your instructor about any injuries as soon as possible. This will help the instructor to know how to adjust you or show you a modified pose if necessary.

如不慎受傷或有任何傷患不適，請儘快通知導師避免加重傷患，以及協助閣下及早就醫，得到適當的治療。

## 10. Please do not talk loud in class. 上課時請勿大聲交談。

## 11. No eating and/or drinking 請勿飲食

Please do not eat in the practice area. 上課範圍內不准飲食。

## 12. No mobile phones 請勿使用手機

Turn your mobile phones off or to silent mode. Do not take phones into the practice area.

上課範圍內嚴禁使用手機。請關掉手機或把手機調至靜音模式。

## 13. Please do not save places for other members as our class spaces are on a first-come, first-served basis.

上課空間先到先得，不得為他人預先霸佔位置。

## 14. VO2 reserves the right to amend these Class Guidelines at any time without prior notice.

VO2 保留隨時修改此課堂指南之權利，無須另行通知。

## 15. In the event of any dispute, the decision of VO2 shall be final and conclusive.

如有任何爭議，VO2 保留最終決定權。

## 16. In the event of any discrepancy between the English and the Chinese versions of these Class Guidelines, the English version shall prevail.

如此課堂指南之中英文版本有所差異，一概以英文版本為準。

- END OF CLASS GUIDELINES -