MEMBER GUIDE & KEY POLICIES

Additional Membership Information

Essential onboarding steps, booking protocols, and membership terms

1. App Setup & Account Access

- **Download the App:** Once signed up, please download the **Gymdesk** app from the iOS App Store or Google Play Store.
- **Logging In:** Use the email address you registered with. If you have forgotten or need to set your password, simply tap **"Forgot Password"** on the log-in screen to receive a quick reset link.
- **Schedule & Check-in:** Use Gymdesk to check live timetables, book upcoming sessions, and scan in on arrival.

2. Session Bookings & 1-Hour Cut-Off

- **Mandatory Pre-Booking:** All attendees must reserve their space via Gymdesk prior to class start.
- **1-Hour Cut-Off Window:** All session bookings and cancellations must be submitted at least **1 hour** before the class starts.
- **Missed the Window?** If you miss the 1-hour window or cannot access the app, you must **message us directly** to request a manual booking or cancellation.

3. Upgrades, Downgrades & Cancellations

Upgrades & Downgrades

A minimum of **10 days' notice** is required prior to your next renewal date to change your membership package tier.

Membership Cancellation

All memberships operate on a standard **1 month paid notice** period prior to membership termination.

4. Session Credits & Non-Transferability

- **No Monthly Rollover:** Monthly class allowances (e.g. 13 classes/month) are strictly valid for the active billing cycle only. Unused sessions **do not roll over** to subsequent months.
- **Strictly Non-Transferable:** Session allocations cannot be transferred, gifted, or reassigned to any other member or person.

Need help with your booking or account?
Send a direct message via our gym contact channels if you encounter issues before class.