



Southern Cross Martial Arts Booking Policy

Why Booking is Necessary

At SCMA, we prioritise maintaining optimal Instructor/Student ratios and mat space per member. These ratios ensure safety and promote effective learning practices tailored to different age groups and skill levels. Our commitment extends beyond safety; it's about providing each member with the attention they deserve for the best learning experience possible.

Booking, Cancellations, and Waiting Lists

1. **Booking Classes:** You can use our booking app to reserve classes either on a weekly basis or up to the end of the calendar year. We encourage booking well in advance. If your plans change, please cancel promptly.
2. **Waiting Lists:** If a class is fully booked, you have the option to join the waiting list. If a spot opens due to a cancellation, you'll be automatically booked in and notified at least one hour before the class starts.
3. **Cancellations:** Please cancel using the app to allow waitlisted members to attend or to free up spots for others. Failure to cancel may count as a class against your membership allowance, potentially affecting your ability to book makeup classes.
4. **Attendance Policy:** Please arrive at least 5 minutes before the scheduled class time. Members who arrive late may be marked absent, and a push notification will automatically alert them via the app.
5. **Inviting Non-Booked Members:** We aim to accommodate members who arrive without a booking by mistake, prioritising those on the waiting list. This opportunity arises if a booked member fails to attend after the class begins.

Thank you for your cooperation.

Southern Cross Martial Arts
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