



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.
6. **Members who are absent:** Members who are marked absent in a class who have not cancelled within the 1 hour timeframe have used one of the classes that their membership allows for the month allocated. Please cancel booking and give other people a chance to attend without ratios and space being compromised.
7. **Members who are booked and absent into a particular event:** (example, Carrara Monday 4PM) may have future bookings of that event cancelled and will be notified. Please let us know via Email if you are wishing to change multiple future bookings.

Thank you for your cooperation.

Southern Cross Martial Arts
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