

17.0 Cancelling a class

As from 1st March 2017, there will be an option to cancel any class booked online. These however can only be cancelled if no refund is required (i.e. it is a zero price). If a booking has been made with payment taken therefore refund required, these can only be cancelled either in person or via telephone at the appropriate venue. ALL cancellations will also be required to follow FSLT's current cancellation policy of over 24 hours notice. If any cancellation is made outwith this, a penalty may be incurred as well as a suspension of booking rights (e.g. online bookings, use of kiosks, etc).

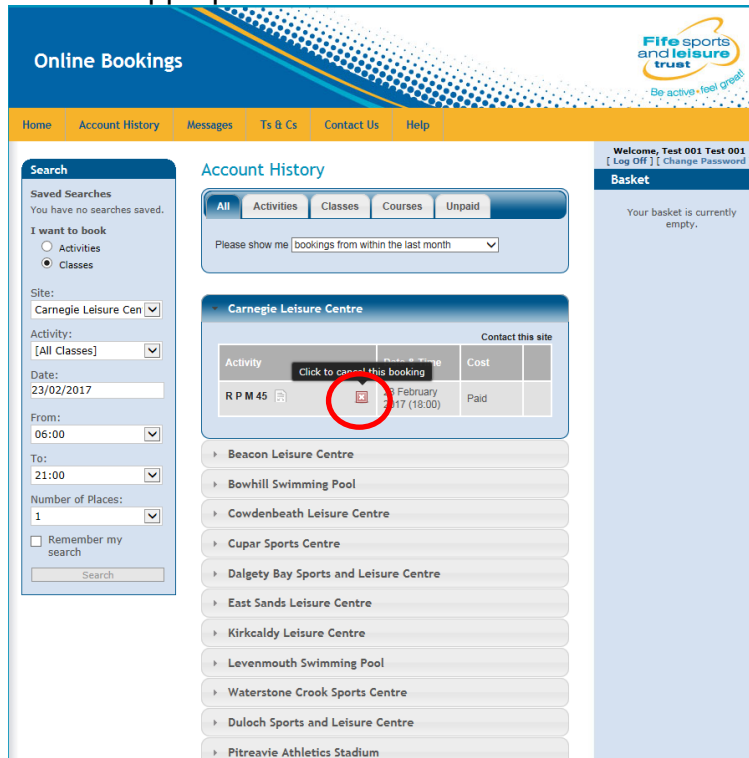
To cancel a class, the customer must first of all ensure they are logged onto the online booking system. Once logged on choose the tab to view Account History:-

The screenshot shows the 'Online Bookings' page for Fife Sports and Leisure Trust. The navigation bar at the top contains 'Home', 'Account History', 'Messages', 'Ts & Cs', 'Contact Us', and 'Help'. The 'Account History' tab is circled in red. The main content area features a search sidebar on the left, a central text area with a welcome message and instructions, and a 'Basket' section on the right. The search sidebar includes options for 'Activities' and 'Classes', a site dropdown set to 'Carnegie Leisure Cen', and various filters for date, time, and number of places.

From the account history, choose to view All bookings from within the last month (i.e. most recent bookings) and click into the venue where the class to be cancelled is booked:-

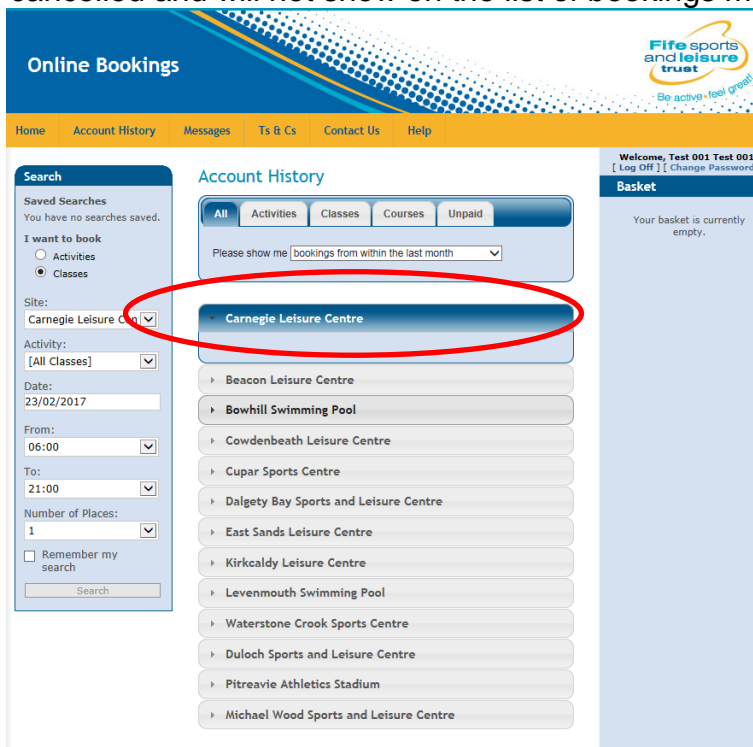
The screenshot shows the 'Account History' page. The 'All' tab is circled in red. Below the tabs, a dropdown menu is set to 'Please show me bookings from within the last month', also circled in red. The main content area displays a list of venues, with 'Carnegie Leisure Centre' selected and circled in red. Below this, a table shows a booking for 'R P M 45' on '23 February 2017 (16.00)' for a 'Paid' status. The table has columns for 'Activity', 'Date & Time', and 'Cost'. Below the table is a list of other venues: Beacon Leisure Centre, Bowhill Swimming Pool, Cowdenbeath Leisure Centre, Cupar Sports Centre, Dalgety Bay Sports and Leisure Centre, East Sands Leisure Centre, Kirkcaldy Leisure Centre, Levenmouth Swimming Pool, Waterstone Crook Sports Centre, Duloch Sports and Leisure Centre, and Pitreavie Athletics Stadium.

Click on the  next to the appropriate class to be cancelled:-



The screenshot shows the 'Online Bookings' website interface. The 'Account History' section is active, displaying a list of bookings. A red circle highlights a 'Click to cancel this booking' button next to a class entry for Carnegie Leisure Centre. The class entry shows 'R P M 45' and 'February 17 (18:00)'. The 'Search' sidebar on the left shows filters for Site (Carnegie Leisure Cen), Activity ([All Classes]), Date (23/02/2017), From (06:00), To (21:00), and Number of Places (1). The 'Basket' section on the right is empty.

The class is now cancelled and will not show on the list of bookings made:-



The screenshot shows the 'Online Bookings' website interface. The 'Account History' section is active, displaying a list of bookings. A red circle highlights the 'Carnegie Leisure Centre' entry in the list of bookings. The 'Search' sidebar on the left shows filters for Site (Carnegie Leisure Cen), Activity ([All Classes]), Date (23/02/2017), From (06:00), To (21:00), and Number of Places (1). The 'Basket' section on the right is empty.