

NEWSFLASH: ONLINE BOOKINGS

Going Live Monday 27th March 2017

Dear Customers,

We are delighted to inform you that from Monday 27th March, you will be able to make your class bookings through our online booking site. Simply go to our website www.riversmeetgillingham.org and click on the 'ONLINE BOOKINGS' tab.

- All Members and 'Pay as you Go' Users with an access card can use this system to:
 - Book Classes up until 30 minutes before start time
 - Pay for Classes (*if not receiving free classes*)
 - Check Class Bookings
 - Register on Waiting List for Full Classes
 - Update Personal and Contact Details

(If you are not currently registered on our system and do not have an access card, we would encourage you to request registration and a card to enable you to take advantage of this easy to use booking system and be able to see your bookings at any time – simply ask for a form at reception. If you have lost your card, we can supply a replacement for £2.00, cards are free for first time registration)

- Members with FREE classes are, in addition, able to cancel bookings up to 10 hours before class start time.
(Members paying for classes should ring reception to cancel and arrange for a refund if cancelled 10 hours before class start time).
- Classes can be booked up until 30 minutes before start time.
- You can also use the online system to change your password, check, update or amend your contact details at any time.

To use the system, you will need to use the *email address* registered on our system together with your *access card number* and *password*.

Email Address: This must be the email registered on our system. If your current email address has changed, please let us know and we will update the system for you to enable you to register.

Card Number: This is the 11 Digit number on the front of your Access Card and will begin with 384 - - - - - If you have an older style card with just 4 Digits, please put 3840000 before your number to make 11 digits (ie 38400009999).

Password: You can either ask Reception for your Password or use the 'REGISTERED WITHOUT PASSWORD' Tab on Online Bookings to receive your Password by email. You can then change your password at any time.

Your Password:

IMPORTANT

PLEASE ALWAYS CHECK IN AT RECEPTION OR AT THE KIOSK BEFORE ATTENDING YOUR PRE-BOOKED CLASS TO AVOID OUR SYSTEM GENERATING A NON ATTENDANCE FEE.

TERMS AND CONDITIONS

Please see the following links from our website and online booking page for information regarding:

- [Booking Terms & Conditions](#)
- [Online Booking Terms & Conditions](#)
- [Privacy Policy](#)

SECURE PAYMENT

Secure Payment for classes will be taken through a remote Worldpay Payment Portal. Therefore we neither hold nor record any of your payment details. Payment can safely be made by most credit and debit cards, excluding American Express.

PRIVACY POLICY

We will only use the information held on our system for administration of your bookings and membership. We will not share your information with any third party.

If you have any questions or comments regarding our online bookings site, please do let us know.

Thank you

The Team at RiversMeet