

## HOW TO CANCEL A CLASS BOOKING

1. YOUR CUSTOMER PORTAL HOME PAGE WILL ALLOW YOU TO MANAGE ANY UPCOMING BOOKINGS

Home My Profile Buy Online Book Online

Welcome Lpac!  
542953

MY PROFILE

**Last Attendance**

Wed	22/07/2020	7:00 pm
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**Manage Upcoming Bookings**

Tomorrow	12:00 pm	Creche Under 2
Tomorrow	12:00 pm	Creche Over 2
Sat Jul 25	7:00 am	Rpm

2. CLICK THE MAGNIFYING CLASS OF THE CLASS YOU WISH TO CANCEL FOR BOOKING DETAILS

**Last Attendance**

Wed	22/07/2020	7:00 pm
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**Manage Upcoming Bookings**

Tomorrow	12:00 pm	Creche Under 2
Tomorrow	12:00 pm	Creche Over 2
Sat Jul 25	7:00 am	Rpm

**Memberships**

Description	Start	End
Donation Gold 1 month	12/06/2020	06/10/2020

**Booking Details**

Booking	Rpm
Date	25 Jul 2020
Start Time	7:00 am
End Time	7:45 am

Close Cancel Booking

### 3. SELECT CANCEL BOOKING AND THEN “OK” TO FINALISE CANCELLATION

The screenshot shows a user profile page with a confirmation dialog and a booking details popup. The confirmation dialog at the top asks 'Clicking OK will cancel this booking. Proceed?' with 'OK' and 'Cancel' buttons. The profile page includes sections for 'Last Attendance', 'Manage Upcoming Bookings', and 'Memberships'. A 'Booking Details' popup is open over a booking entry, showing the following information:

Booking	Rpm
Date	25 Jul 2020
Start Time	7:00 am
End Time	7:45 am

The popup also has 'Close' and 'Cancel Booking' buttons.

#### **CLASS CANCELLATION POLICY**

If you cannot make a class, you must cancel at least **60 minutes prior**. Failure to cancel a class may result in a penalty may be applied. If you are a visit pass holder, a visit will be deducted. If you are a casual paying customer, you will forfeit the fee in full.

You can cancel the class via the online customer portal, email [aac.enquiries@innerwest.nsw.gov.au](mailto:aac.enquiries@innerwest.nsw.gov.au) or contact reception on (02) 9392 5412