



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

MY PROFILE

Last Attendance

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 glass of the class you wish to cancel for booking details.

Last Attendance

Wed	22/07/2020	7:00 pm
-----	------------	---------

Manage Upcoming Bookings

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

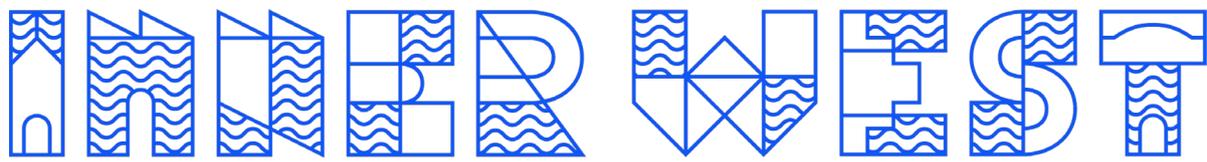
Memberships

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

Booking Details [X]

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 click “ok” to finalise cancellation.

The screenshot shows a web interface for the Inner West online booking system. At the top, there is a navigation bar with 'My Profile', 'Buy Online', and 'Book Online'. Below this, the 'Last Attendance' section shows a record for Wednesday, 22/07/2020, at 7:00 pm. The 'Manage Upcoming Bookings' section lists three bookings: 'Tomorrow 12:00 pm Creche Under 2', 'Tomorrow 12:00 pm Creche Over 2', and 'Sat Jul 25 7:00 am Rpm'. A 'Booking Details' modal is open over the 'Rpm' booking, showing the date as 25 Jul 2020, start time as 7:00 am, and end time as 7:45 am. A 'Cancel Booking' button is visible in the modal. A confirmation dialog box is also present, asking 'Clicking OK will cancel this booking. Proceed?' with 'OK' and 'Cancel' 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't cancel the class via the online customer portal, email us or phone reception on 02 9392 5400

- lpac.enquiries@innerwest.nsw.gov.au
- acc.enquiries@innerwest.nsw.gov.au
- akac.enquiries@innerwest.nsw.gov.au