

ONLINE ACTIVITY AND EVENTS BOOKINGS & CANCELLATIONS



All customers can book Group Exercise Classes, Swim Sessions, Sports Hall Sessions, Golf Tee Times, Squash, Tennis and Events online, anytime, via the tmactive App and websites. If there is a waiting list for a Group Exercise Class, we email alerts when space becomes available.

How to Book:

Website: Visit any of our websites and select the main 'Book' button, followed by 'Book an Activity'. You can either log in to your account and book or simply select an activity and then log in and book. If booking for the first time, select your activity and then create an account to confirm your booking. Once you have set up an account and have your password you can book via the web or the tmactive app.

tmactive App: Download the App from the App Store/Play Store, select your Centre of choice and log in using your email and password.

Waiting list email alerts

When you book a Group Exercise Class via the website, App or at Reception and join a waiting list, as long as we have your email address, you will receive an email alert when space becomes available. The email alert is sent to ALL on the waiting list and the space may be booked on a first come first served basis.

Cancelling Online or via the App

If you can't attend a pre-booked activity it is important that you cancel as soon as possible, to free up the space for another customer.

Activities included within your membership can be cancelled online and via the App up to 120 minutes before the activity is due to start. Priority Card holders, registered Casual Users and Gym & Spa Members who pay for an activity cannot cancel online and are required to call or cancel in person with at least 24 hours' notice.

Health & Fitness Members who do not attend booked Group Exercise Classes, will be charged £5 unless they cancel at least 120 minutes prior to the start of their class. Members will be notified of any "Dishonoured Booking" charges via email. We monitor online bookings weekly and those who continually fail to attend pre-booked classes and do not cancel in time may lose their booking privileges. To avoid any incorrect "Dishonoured Booking" charges, please always use your wristband to swipe in at least 10 minutes and up to an hour prior to the start of your class.

Do we have your correct email address?

In order for the system to work, we need your correct email address. If we do not have your correct email address, please email memberships@tmactive.co.uk.