



Memorial Sports Centre No Show Policy

We strive to allow the greatest number of individuals who wish to use our facilities as possible under the new restrictions. In order to achieve this goal, we need our members and users to help us by letting us know when they are unable to make a scheduled appointment.

In order to ensure that we are able to provide an opportunity for as many people as possible to use our facilities, we will be implementing the following policy regarding no shows. A no show is when someone fails to show up for a booked appointment without notifying us:

1st no show: We understand that sometimes things happen, or people forget things, so upon a first no show for a booked appointment, a customer will be called/emailed to be reminded that they had a scheduled appointment that they did not attend. They will be reminded that if they are unable to attend a scheduled appointment that they must call and cancel that appointment as we have other members that would like to use these time slots.

2nd no show: After a second no show for a booked appointment, a customer will be called/emailed and be told that they are no longer able to book in advance for the following week. They will only be allowed to book appointments during the week they are calling. If you call on a Monday you can book for that day and the next six days but not the following week.

3rd no show: After a third no show for a booked appointment, a customer will be emailed/called and told that they are now only able to book 1 day in advance. If you call on a Monday you can only book for the Monday or Tuesday of the same week.

4th no show. – After a fourth no show for a booked appointment, a customer will be called/emailed and told that they can no longer book in advance for their appointments. They are able to call 30 minutes before a scheduled time slot and see if there are openings and then may commit to this time. If then individual then fails to show for this appointment, they will lose their membership.