

**Policy Details:**

This policy outlines the attendance confirmation process and consequences for no-shows regarding our exercise sessions. It is designed to ensure fairness, optimize session availability, and maintain accurate attendance records.

**Attendance Confirmation Process:**

- a. Every Sunday morning, the reception staff will contact each individual scheduled to attend the Monday morning exercise session.
- b. Reception staff will enquire about their attendance and note down their response.
- c. If an individual confirms their attendance, their name will be marked as attending the session.
- d. If an individual indicates they will not attend, their spot will be offered to the next person on the waiting list. The reception staff will seek their consent and note their response.
- e. If reception staff cannot reach an individual on the list by 3pm Sunday, their spot will be automatically given to the first person on the waiting list. Reception staff will record the name of the individual from the waiting list attending in their place.

**No-Show Policy:**

- a. If an individual appears as a "no show" without any form of contact or prior notification for a session they have signed up for, the following consequences will apply:
  - i. The individual will be removed from all future sessions they have registered for.
  - ii. Their spot will be given to the first person on the waiting list, and reception staff will note down the name of the individual from the waiting list attending in their place.

**Communication and Notification:**

- a. Reception staff will inform individuals of the attendance and no-show policy during the confirmation calls.
- b. The policy will also be communicated clearly during the registration process and displayed on the website and available at reception for any requests.
- c. Any changes or updates to the policy will be promptly communicated to all relevant parties.

**Recordkeeping and Documentation:**

- a. Reception staff will maintain accurate records of attendance, confirmation calls, no-shows, and replacements from the waiting list.
- b. Any cancellations or changes will be documented and reported.

**Compliance and Enforcement:**

- a. All individuals, including participants and staff, are expected to comply with this policy.
- b. Reception staff will diligently implement the policy, ensuring consistency and fairness.

c. Non-compliance or repeated no-show incidents may result in further actions, such as loss of future class registration privileges.

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