Exercise Flexi-Pass FAQ

1) **What is the validity period of the Exercise Flexi-Pass and how many sessions are there?**
   The Flexi-Pass is a 10-session package valid for 3 months from the date of purchase.

2) **Can I transfer my unused pass to my spouse or children or get a refund for my unused pass?**
   We regret to inform that all Flexi-Pass packages are non-refundable, non-exchangeable and non-transferable.

3) **Can I extend my package after expiry?**
   Unfortunately, no, the package is not extendable. However, we can review your extension if it is for medical reasons with supporting document/s furnished to the Club.

4) **What is the cut-off date for class cancellation?**
   You may cancel your class booking up to 24 hours before the class commencement time. We will count 1 session as utilised if cancellation is made within less than 24 hours.

5) **How do I cancel my booking?**
   You may cancel your booking via the online platform or email lifestyle@chineseswimmingclub.org.sg.

6) **How far in advance can I book online for my preferred classes?**
   You may book up to 90 days before the scheduled class, e.g. If your scheduled class is on 14 January 2022, you will be able to book from 17 October 2021 onwards.

7) **Can I walk in to the class on the actual day without booking online?**
   You may do so if there are still slots available. You will need to notify the instructor so that your session can be deducted accordingly. We do however encourage you to check the availability online and book in advance to avoid disappointment.

8) **Is there a closing date for online booking?**
   There isn't! You can book online at your convenience up until the class starts.

9) **Is there a minimum number of participants to start a class?**
   Yes, all our classes require a minimum of 5 participants to commence.

10) **Is there a limit to the number of Flexi-Pass packages that I can purchase?**
    You can purchase as many Flexi-Pass package as you wish! However, each member is limited to 2 launch promotion packages, if any.

11) **I am only keen on attending one class type on a fixed schedule weekly. Is there any way that I can reserve my slots indefinitely?**
    You can reserve your slots up to 90 days in advance via our online booking platform, subject to first-book, first-confirm basis. To be fair to all members, we are not able to reserve your preferred slots indefinitely.

12) **Why do I need to book monthly compared to the old system in which I only need to register once for my preferred class?**
    While you will now need to book their slots online, you will enjoy more flexibility to attend any class of your choice without restriction to one class type. You will also not miss a paid lesson as long as the cancellation is made at least 24 hours in advance.

13) Why is Yang Style Taiji not included in the Flexi-Pass package?
Yang Style Taiji is considered a progressive exercise in which participants are required to follow a structured syllabus. Members will not be able to join the class at random as they will not be able to follow the teachings without basic knowledge. Therefore, it is not suitable for inclusion in the Flexi-Pass package and billing will continue to be on monthly recurring basis.

14) Will I be guaranteed a slot if I book online, and will your class schedule be fixed all the time?
Class schedules are subject to change and booking slots subject to availability. Please check your email regularly for updates on confirmation and cancellation.

15) Can I be waitlisted if a class is full? How will I be notified if a slot is available?
Yes, you may request to be waitlisted on the booking platform. An email will be sent out to those on the waitlist once a slot becomes available and fastest fingers will get the available slot!

16) I do not know how to use the online booking platform!
Fret not, you may approach the Club Administration staff (weekday office hours), Sports Desk and Front Office Reception to assist with your registration.

17) Can I get a free trial?
We do not currently offer free trials.