



Member Guide: Booking Training Sessions

Booking training sessions through connectMyClub is quick and easy.

How to Book a Session

1. Log in to the connectMyClub app or website.
2. Select **Training Sessions**.
3. Browse upcoming sessions and choose the one you'd like to attend.
4. Review the session details, including location, time, coach notes and any equipment requirements.
5. Select **Book**.
6. If the session requires Training Wallet credits, these will automatically be deducted when you confirm your booking.
7. You will receive confirmation and can view your booking in **My Activities**.

Before You Attend

Please:

- Check session details before travelling.
- Arrive a few minutes early.
- Bring any required equipment.
- Notify the session leader if you are running late.

Training Wallet Users

If a session requires credits:

- Ensure your Training Wallet has sufficient balance before booking.
- Credits will be deducted when your booking is confirmed.
- Any refunds will be processed in line with the club's cancellation policy.

Training Session Cancellation & Waitlist Policy

To help coaches plan sessions and make spaces available to other members, please follow the policy below.

Cancellations

More than 24 Hours Before the Session

- Members may cancel their booking without penalty.

Reviewed September 26 – The Committee

- Any Training Wallet credits used will be automatically returned to their account.

Less than 24 Hours Before the Session

- Cancellations may not be eligible for a refund of credits.
- This allows coaches to plan appropriately and helps reduce late withdrawals.

Unable to Attend

If you cannot attend, please cancel your booking as soon as possible so another member can take your place.

Waitlist Policy

When a session reaches capacity, members can join the waitlist.

How It Works

1. Join the waitlist via the session booking page.
2. If a space becomes available, the first member on the waitlist will be offered the place automatically.
3. Members moved from the waitlist into the session will receive a notification.
4. Training Wallet credits (where applicable) will only be deducted once a place is confirmed.

Important

- Being on the waitlist does not guarantee a place.
- Members are responsible for checking notifications and ensuring they can still attend if offered a place.
- If you no longer wish to attend, please remove yourself from the waitlist.

Our Aim

These arrangements help us:

- Maximise attendance at coached sessions.
- Make best use of volunteer coach time.
- Provide fair access to training opportunities.
- Reduce administrative effort and unused session spaces.

Thank you for helping us get the most from our club training programme. 🌈🚴🏃