

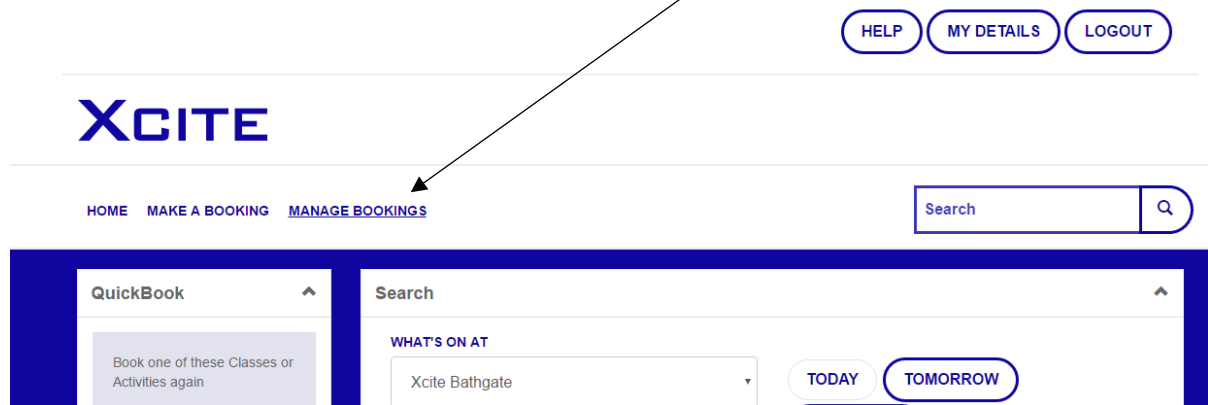
XCITE

HOW TO CANCEL AN ONLINE BOOKING

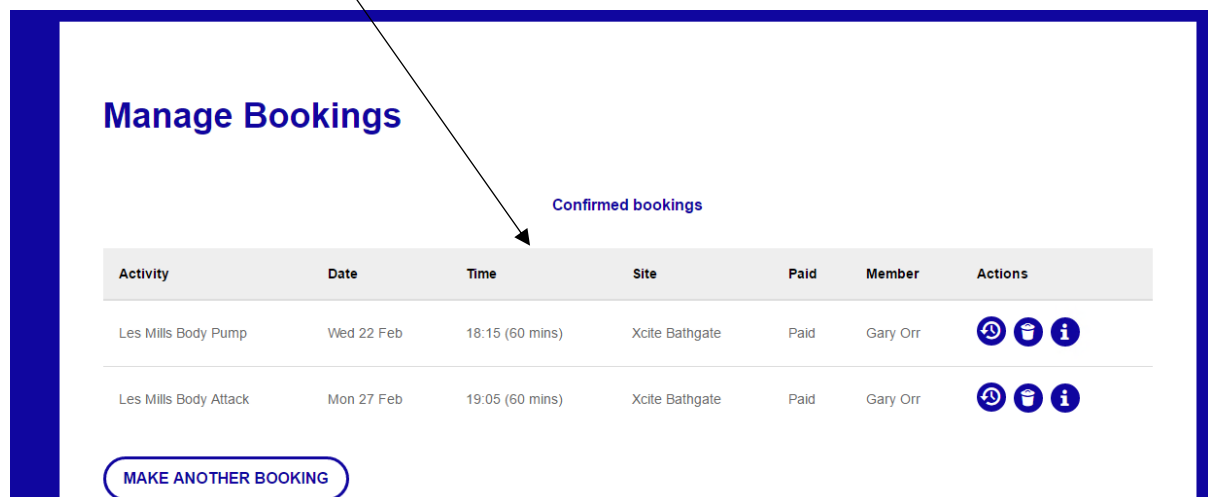
This help guide explains the different features to book online

Xcite Online Bookings
System

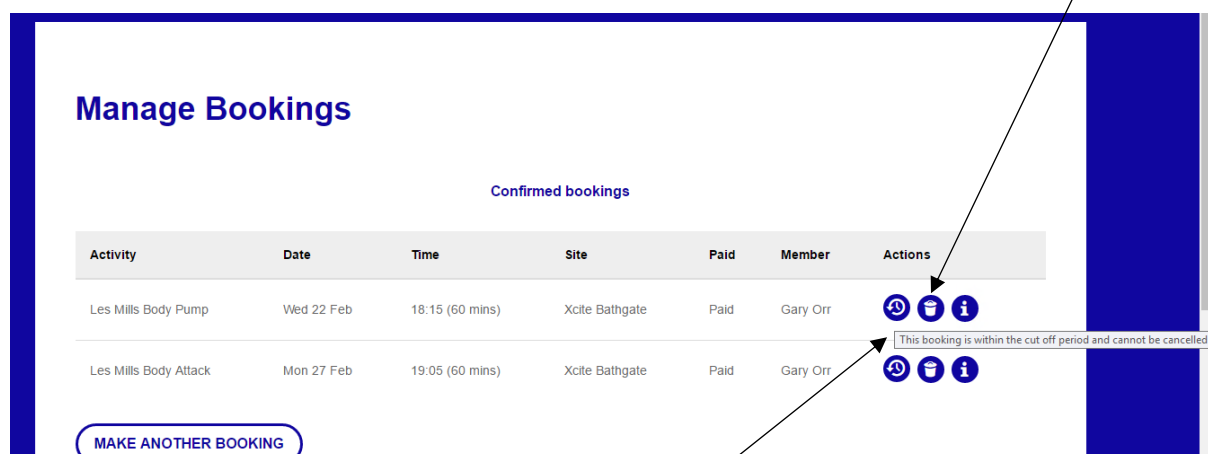
To cancel a class login into My Xcite then click on **MANAGE BOOKINGS**



This will show you a list of the bookings you currently have



Please note that you cannot cancel a fitness class if it's within 20 minutes of the start time of the booking



This message will appear if you try to click on a booking within 20 minutes of the start time
"This booking is within the cut off period and cannot be cancelled"

Activity	Date	Time	Site	Paid	Member	Actions
Les Mills Body Pump	Wed 22 Feb	18:15 (60 mins)	Xcite Bathgate	Paid	Gary Orr	  
Les Mills Body Attack	Mon 27 Feb	19:05 (60 mins)	Xcite Bathgate	Paid	Gary Orr	  

Select the correct fitness class you wish to cancel by clicking on the rubbish bin icon

Confirmation Screen of the booking your about to cancel with the name, where the fitness class takes place, date, time and duration

Manage your booking

Please click on Confirm to cancel your booking

Les Mills Body Attack [Studio 3]




Mon 27 Feb, 19:05 (60 mins)
Price: £0.00

CONFIRM
CANCEL

Please click on Confirm to cancel your booking

Manage Bookings

Confirmed bookings

Activity	Date	Time	Site	Paid	Member	Actions
Les Mills Body Pump	Wed 22 Feb	18:15 (60 mins)	Xcite Bathgate	Paid	Gary Orr	  

MAKE ANOTHER BOOKING

The class will no longer appear on your Manage Bookings Page and you will receive an email confirming the cancellation.