

How does the “CATCH-UP” option work?

If you know in advance that you won't be able to attend a class, simply report your absence **at least 3 hours before the scheduled start time** from your **personal area**, under the "**Booking**" section, by clicking "**Mark as Absent**" next to the relevant class (*please note: this action is irreversible*).

Once you've done that, go to the "**Agenda**" section to see how many classes you need to make up. Then click on "**Show - Catch-up Class**" to browse available activities and select a new date and time from the calendar. You will be able to book your make-up lessons for the same day and the following two days: for example, on Mondays it will be possible to book for Monday, Tuesday and Wednesday.

Personal Area → Booking → Mark as absent → Agenda → Show – Catch-up Class → Select from Calendar

You'll be able to reschedule your class in any available Masterclass regardless of location and which has free and/or accessible places due to cancellation by others. We therefore invite you to mark your absence as far in advance as possible, in order to ensure a better operation of the system.

The **catch-up options*** have been tailored to match the content and level of your original Masterclass - for example, Padel classes can only be made up in other Padel sessions of the same level.

All catch-up sessions must be completed by the end of the current season.

After this date, any remaining missed classes will be automatically cleared and no longer recoverable.

Please note that this feature is **available exclusively for annual masterclass** and **has to be activated online** through your personal area. Our trainers will be automatically notified of your attendance, so they can welcome you properly. We kindly ask you not to show up for a class without completing the full process in advance, as this could disrupt the session for others.

*catch-up options:

- > **Brazilian Jiu Jitsu**: Brazilian Jiu Jitsu, regardless of Gi/NO Gi;
- > **Combat** group: Boxe, Kick Boxing;
- > **Padel**: Padel, same level;
- > **Power** group: Bodyweight, Calisthenics, Functional Training, High Intensity Training, Jazzercise, Power Music Training, Running, Weightlifting, Zumba;
- > **Sport** model: Basketball, Cheerleading, Futsal, Volleyball, Ultimate Frisbee;
- > **Wellness** group: Animal Movement, Karate, Mindfulness, Mobility, Pilates, Postural, Yoga.