

### 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, Running, Weightlifting;
- > **Sport** model: Basketball, Cheerleading, Futsal, Volleyball, Ultimate Frisbee;
- > **Wellness** group: Karate, Mindfulness, Pilates, Postural, Yoga.