

FAQs

Which partners are affected by the new payout model?

Only partners with integrated bookings are affected by the change that expected attendance payout model brings. This means partners are using the booking function in the Urban Sports Club app via FitogramPro, Partner Portal or an integrated booking software.

How do Late Cancellations get refilled?

We will refill the late cancellations after the 'first in, first out' principle. Example: Three members cancel late in this order: S Member, M member and L member. Two other members book. The spot of the S and M member will be refilled, but the spot of the L member stays open. If no other member book, the partner will be paid out for the L member who cancelled late, additionally to his check-ins.

If an L member cancels late and an S member fills the spot, which payout do I get?

The payment is based on the membership type of the actual check-in, so in this case the S payout. If a Late Cancellation is being refilled, the payout of the member that moved up is being paid to the partner.

Which payout do I get when a member cancels late, but the spot is not refilled?

If you have 10 bookings and a member cancels late (after the free cancellation window) and nobody refills the spot, you will be paid out 10 check-ins: 9 participants and 1 late cancellation (check-in fee according to the membership of a member who did cancel late)

Which payout do I get when nobody cancels late, but one member does not show up?

If you have 10 bookings, nobody cancelled late, but one member does not show up, you will be paid out for the 10 check-ins: 9 participants and 1 no-show (check-in fee according to the membership of a member who did not show up).

Are online partners affected from this change?

Online partners are not affected from this change since there is no chargeable cancellation period for online courses.