

How to book with Qmotion Sport & Fitness Centre.

The quickest and easiest way to book your activity or class is to download our brand-new app. The Qmotion app is the one-stop-shop for all your on-campus sport, health and wellbeing needs. Keep up to date with the latest information, check out the latest timetables, book your classes, activities and other fitness services and receive push notifications for important news and alerts which offers access to bookings, timetables and other content at the touch of a button.

Booking online

You can also book classes, activities and manage your account through our new online portal and following the on-screen instructions.

To access the online portal, you will need to be registered or have a membership with Qmotion.

QMUL Students are automatically registered upon enrolment and should create a new password when accessing the online portal for the first time.

When creating a new password **QMUL Students** should use their full university email address e.g., **q.m.student@qmul.ac.uk** or **q m.student@se20.qmul.ac.uk**.

Do Not use your username email address e.g., **abc123@qmul.ac.uk** as this is not on our system and will not give you access to your account.

QMUL Students can find the correct email address through the **view account** section in **outlook online**.

All other users should use the email address they registered with Qmotion sport & Fitness Centre when signing up or buying a membership.

If you have any issues with booking or registering, please email su-qmotion.reception@qmul.ac.uk and one of the team will be happy to help.

[Online Booking](#)

In person or over the phone

Whilst the app and online portal are the simplest and quickest way to make a booking, we understand that the switch to using these platforms can be tricky. Therefore, if you require any help in making a booking using the app or online portal, please contact us on [020 7882 8040](tel:02078828040) or come and speak to us in the centre where one of the team will be happy to help.

Booking conditions

Fitness class bookings

- Members of Qmotion Sport & Fitness Centre can book classes up to 7 days in advance, and non-members can book up to 4 days in advance.
- Please only book a class if you know you can attend.
- Please arrive promptly for your booking and tap your membership card at the entry gate or check in at reception to record your attendance.
- We ask that customers please cancel their space, via the app or online portal as soon as they become aware they are not able to attend. There are limited spaces available, therefore cancelling will provide opportunity for other customers to take part.

- Booked classes can be cancelled within the minimum cancellation window of 180 minutes before the class is due to start. This means that if your class is scheduled at 18:00Hrs and you cannot attend, then you must cancel before 15:00Hrs. If you do not attend or cancel your booking you will receive a membership strike which will affect your ability to make further bookings.
- Paid-for classes are non-refundable.

Activity bookings

- Activity bookings must be made in advance via the Qmotion app, online portal, over the phone or in person. You will not be granted access without a booking
- Access will be allowed at the start time of a booking; members should swipe via the reception gates. For group bookings all participants must report to reception as a group, 5 minutes before the activity is due to start
- All participants must be registered with Qmotion Sport & Fitness Centre and check in at reception to take part in the activity.
- Activity bookings can be made up to seven days in advance. Bookings can be made up to 15 minutes before the session is due to start.
- Activities are charged per court and user price level, so rates will vary per activity.
- All bookings are non-refundable and can only be cancelled or amended with 24 hours' notice. For cancellations within 24 hours, we will give you a credit for another booking,
- For Squash, we can only allow customers with the following footwear:
 - Shoes visibly designed for indoor court sports
 - Shoes with gum or rubber soles
 - Shoes that state 'non-marking' on the sole

In all other cases it is the responsibility of the user to supply evidence from the manufacturer that their shoes are non-marking.