

## BOOKING POLICY

1. You must have an Active card, Activo or Xperience membership to access online bookings and payments.
2. Bookings made online must be paid for at the time of booking. Refunds will not be given for cancellation or non-attendance.
3. Bookings made online by Activo/Xperience members must be cancelled online.
4. Bookings are available on a first come, first served basis, subject to availability.
5. Where an Activo member wishes to cancel a pre-booked class or activity that is included in their membership, this can be done by phone or in person before 10:00am on the day of the class or activity, or online anytime up to 10 minutes prior to the activity start time. Failure to attend and/or register the visit for a pre-booked activity will result in a charge being applicable. In extenuating circumstances, appeals may be made in writing to enquiries@active4today.co.uk for the attention of a member of the management team. Appeals will be considered within 3 working days. Whilst a non-attendance charge is on your account, you will not be able to book any further classes/activities. In the case of all other memberships, no refund will be given.
6. The member making the booking must attend and actively participate in the booking for the duration of the booking.
7. For court bookings, the member making the booking must meet their partner/opponent at Reception.
8. The number of participants must not exceed the usual maximum numbers for the booking as follows:
  - a. Fitness classes 1 person per booking
  - b. Swimming sessions 1 person per booking
  - c. Squash maximum of 4 people per booking
  - d. Badminton maximum of 4 people per booking
  - e. Table Tennis maximum of 4 people per booking
9. There is a maximum of 3 bookings per day and concurrent bookings cannot be made.
10. The activity/session period includes the setting up and taking down of equipment.
11. Bookings can be made up to 8 days in advance in the case of Activo members (eg, a class that takes place at 5pm on Monday, is available to book from 5pm the previous Sunday), and 5 days for Active Card holders. For certain courses/educational and outreach programmes, see information at the time.
12. Where activities show as fully booked, the 'Notify Me' function will send an email to all those who have clicked on the link and the space is then bookable on a first come, first served basis. The Notify Me email will be sent up to 15 minutes prior to the start of the class/activity.
13. You must register your attendance of the class/activity by 'checking in' on the fast-track kiosk on arrival at the leisure centre. You will need your membership card or wrist band to do this.
14. The online booking service does not list all activities available.
15. Not all services are bookable online.
16. No refunds will be made if you fail to attend for a pre-booked and pre-paid activity.
17. Members must not share membership cards/wristbands. Your membership is personal to you and where it is found to be being used fraudulently, an immediate suspension will be put on the membership during which time you will not be able to make bookings or access the leisure centre.