

## **Fair Use Policy for Bookings**

By accepting the terms of use you agree to be bound by this policy. Please see below the terms of the fair use policy for bookings.

The fair use policy is designed to make your experience when booking activities an enjoyable one and maximise availability for all our users.

Bookings can be made up to 7 days in advance online, over the phone or in person.

### **Members Bookings**

As a member all we ask is that you book activities considerately, by ensuring if you are looking to book a class, activity or a court that you only book them if you are able to attend.

Should something arise unexpectedly that will prevent you from attending, we would ask that you cancel the booking as soon as possible.

**What will happen if I repeatedly book and do not cancel?** We understand that on the odd occasion it might not be possible to cancel your booking, however if it happens repeatedly, then you may be charged or have booking privileges withdrawn for you and anyone associated with your membership.

### **Pay As You Go Bookings**

As a pay as you go member, all bookings will be paid for in advance, with no cancellation option. If you are looking to book online, in person or over the phone we will ask you to pay for the class, activity or court upfront with no refund available.

Should you be unable to attend one of our Fitness Classes\* or Children's Activities\* and you give the required 2 hours' notice, we may be able to move you're booking depending on availability, however we will be unable to offer a refund.

\*You can contact the venue by phone or email. If the facility is not open, please leave a message on the answering machine.

Please note this does not include any activities that are block booked.