

## Membership Class/ Activity/ Court Booking Policy: April 2023

### Individual bookings

- Members can book for activities 7 days in advance. For those activities for which members are charged, they must make payment in full at the time of booking.
- Members can book for activities 7 days in advance. For those activities included 'free' within their membership, they can book without payment.
- Non-members can book for activities 3 days in advance but only by making payment in full at the time of booking. (At the standard non member fee, as per our current tariff.).
- An individual can only book one activity taking place at any one time.
- The individual who has made the booking must attend; bookings are non transferable.

### Non Attendance

- If a customer fails to attend a booked session or activity it will be treated as a cancellation and a charge will be applied to their account, as detailed in the cancellation section below.

### Cancellations

- Any booking paid for by a non member, which is cancelled within 1 hour of the due start time, will not be refunded.
- Any booking made by a member which is cancelled within 1 hour of the due start time will incur a charge.
- The charge will be added to the customers account as a debt the following day.
- The debt must be paid before the customer can make any further bookings.
- A customer who believes their cancellation or non attendance was due to completely unforeseen circumstances or due to an emergency may apply in writing to their leisure centre for the debt to be removed, refunded or credited back to them.

### Court Bookings

- A maximum of one court per member, per activity, can be booked per day. (Choose from Badminton, Squash, Table Tennis)
- The individual member who has booked the court must attend. If they do not attend it will be treated as a cancellation and a charge will be applied, as detailed in the cancellations section.
- Non attendance by the customer who made the booking means the booking will be treated as cancelled. Other customers attending, who wish to use the court, must re- book and pay for the court, at the fee that applies to them, as per our current tariff.
- Maximum attendance for Badminton is 4 players. Maximum attendance for Squash is 3 players. Maximum attendance for Table Tennis is 3 players.
- Fees for players attending with a member will not be charged.

- An individual can only book for one court for any one time.
- The non attended courts can be resold to any other person applying our current tariff.

### **Moving Bookings**

- Bookings can be moved up to 1 hour of the due start time without penalty.
- Bookings cannot be moved within 1 hour of the due start time.
- Bookings can only be moved once.
- Bookings can only be moved up to a maximum of 7 days time for members and up to 3 days time for non members.

### **Site Closures**

- If SCLL close a facility, which results in paid for bookings being cancelled, customers will be offered a refund or replacement booking.