

# Booking - Terms and Conditions

1. Non-members can book up to 4 days ahead with payment due when making the booking.
2. Customers with Options+ Leisure Discount membership can book up to 4 days ahead at the discounted price.
3. Fitness and Booking members can book up to 7 days ahead for courts and fitness classes, with payment due on arrival for the booking, where applicable.
4. Bookings and payment can be taken over the phone by calling 01384 812800 and selecting the centre of your choice.
5. Online and Mobile App bookings are only available to current Fitness and Booking Members. Members can book from 10pm for the following week.
6. Court bookings in the Sports Hall are for 55 minutes.
7. When arriving at the leisure centre for the booking, customers must register at reception or access gates and make payment where it is due.
8. Members can not book more than one activity on the same day and time. Members must not book more than two hours consecutively for any court activity.
9. The customer/member who made the booking must participate in the booked activity.
10. Members who do not attend for three or more booked classes in a calendar month will have their online booking entitlement removed for 8 days.
11. Pay and play customers and members who have paid for their booking in advance, but do not attend, will not be entitled to a refund.
12. Members can cancel their booking online and via the app up to 4 hours before the session start time. The system will not allow cancellations after this time.
13. Membership is not transferable, and bookings must only be for the named member.
14. Courts bookings may be moved by the centre due to business requirements.
15. Any misuse of bookings may result in the entitlement being suspended.