

Terms & Conditions of Online Booking

I. Payment

- a. The member shall be responsible for the payment and any other charges to do with the booking.
- b. The member shall not assign or sub-let the right to use the facilities and must only use the facility for the agreed purpose.
- c. Full payment will be taken at the time of booking for all activities via all major credit cards or debit cards. Amex is not accepted.
- d. The payment needs to be made within 20 minutes of the booking being entered on to the online system to validate the booking.
- e. The centre reserves the right to review prices and will notify customers at least 4 weeks before any changes where possible.
- f. Customers will leave booked areas clean, tidy and free from damage.
- g. The member shall be liable for any additional expenses incurred by the centre if any booking overruns.
- h. We can only accept payment in British pounds.

i. Cancellation by the centre

- i. Customers who book & pay online will be entitled to a refund if the centre withdraws the facility or activity. The payment will be refunded direct to the credit or debit card upon presentation of the web booking reference number at the centre.
- ii. The centre reserves the right to refuse or cancel any booking without giving any reason, to refuse admission to the centre.
- iii. We can add to, change, withdraw or cancel facilities or activities from the centre without notice. This includes closing a centre or changes to its opening hours for safety reasons, maintenance or special events.
- iv. No refund of membership fees will be made if a facility or activity booking is cancelled by the centre, unless a WHOLE service/facility is closed for a period of over 14 days.
- v. The centre will not be liable for any other expenditure incurred or loss sustained by the member arising from booking online or cancellation.

j. Cancellation by the member

- i. If you wish to cancel a booking for which payment has been received then please contact the centre directly.
- ii. Two hours' notice must be given in order for the booking to be transferred.
- iii. Twenty four hours' notice must be given in order for the centre to be able to provide a refund.
- iv. A refund is only available at reception on the same credit/debit card and with a valid receipt.
- v. No refund will be given for any booking made via the online system should the member fail to attend.
- vi. No refund of membership fees will be made if a facility or activity booking is cancelled by the member.
- vii. Failure to attend to a booked activity may result in customers receiving a dishonour charge.
- viii. Any application for refunds of membership must be made in writing and sent to the centre manager stating the details of refund requested.

2. Rules and Regulations of Use (General)

- a. Set up and down of equipment may be undertaken during your booking time and is included in your booking payment. General Sports Hall Bookings are a minimum of 55 minutes and fitness classes are 50 minutes of instruction.
- b. The following must not be brought onto the Premises without the written permission of the Centre Manager.
 - i. Crockery and glass
 - ii. Pets (except guide dogs)
 - iii. Food, drink or retail items
- c. Permission must be obtained from Duty Manager before taking any video or photographic images in the building.
- d. Appropriate clothing must be worn for all activities for example:
 - i. Outdoor shoes must not be worn on poolside or in wet side changing areas.
 - ii. Non marking soles must be worn in all activity areas.
- e. Young people under 8 years old must be supervised by their parent or adult over the age of 18 at all times.
- f. Children over the age of 8 years must change in their respective changing rooms.
- g. The customer shall keep all noise at a level which is acceptable and will reduce noise levels immediately if instructed by a manager.
- h. On arrival at, and departure of the centre, customers must show consideration towards local residents living near the centre, particularly during the evening.
- i. No customer shall grant sound or television broadcasting or filming rights without prior conditional consent of the management. The consent may impose conditions with which you must comply.
- j. The centre and third parties may carry out general filming and sound recording. Admission to the centre signifies your consent to them being used in perpetuity and in all media without any rights to payment.
- k. You must park only in the designated parking places.
- l. Only cars displaying disabled badges may park in the disabled parking bays.

3. Rules and Regulations of Booking

- a. In order to make online bookings you will need to register at the centre reception and supply us with a valid email address & we will provide a pin number for you to be able to log in.
- b. Your booking is only confirmed when you pay in full for the activity, and you receive payment confirmation via email from the system.
- c. Acceptance of your booking does not guarantee further bookings.
- d. To gain entry to the centre any member who has booked & paid online for activities will be required to either swipe their Membership Card through the access control system or sign in at the centre reception.
- e. If the management are of the opinion that the member is not making suitable use of the facilities, the management reserves the right to re-allocate any unused parts.

- f. Badminton, table tennis and tennis is limited to one booking per member per day only. If you would like to book more then please contact reception direct.

4. Rules and Regulations (Changing Rooms)

- a. Children over the age of 8 years must change in their respective changing rooms.
- b. Any articles we find, including items left in lockers at the end of the day, will be removed and stored in lost property.
- c. Clothing left in cubicles will be removed to lost property. (Items are kept for three weeks before disposal.)

5. Liability

- a. The Sports Centre accepts no responsibility for the loss of, or damage to, property or injury, illness or death, on these premises unless caused by it's own negligence.

6. Emergency Procedures

- a. If the fire alarm sounds at the centre you must immediately leave the centre by the nearest available exit and meet at the designated meeting point(Sports Centre car park) and comply with any directions from the Duty Manager.
- b. You must report any accident, injury or damage immediately to the Duty Manager at the centre.

7. Data Protection Act

- a. CSC complies with the requirements of the Data Protection Act 1998 for the collection, use, storage, disclosure and disposal of all personal information.

Personal information shall only be obtained if:

- Data is required for specified and lawful purposes
- Data is adequate, relevant and not excessive
- Data is accurate and kept up to date

We may check information we receive about you with what is already in our records. This can include information provided by you as well as by others such as government departments and agencies. We will not give information about you to anyone outside of the organisation unless the law permits us to do so.

8. Comments

- a. If you wish to speak to someone regarding the level of service, please talk to the Duty Manager immediately.
- b. Due to high demand for facilities at certain times, we cannot guarantee access to all facilities immediately.

All customers must comply with these terms for booking online & conditions of use, to have regard for the safety of, and behave considerately towards other individuals, colleagues, the building and equipment. Any person not doing so may be asked to leave the centre and must immediately leave if asked. You are responsible for the behaviour of any children you bring to the centre and must explain any relevant rules and conditions to them. You must comply with notices and signs on display in the centre.