

Bookings and Cancellations Policy

The Bookings and Cancellations Policy is as follows:

Bookings

- Bookings can be made 7 days in advance
- Bookings can be made in person, by phone, or online via www.leisurebookings.net or by clicking 'Bookings' on the menu bar.
- Members will need their membership number to make a booking.
- Casual users will need to be issued with a booking number in order to make bookings. Casual users must attend their chosen Centre in person to complete a short application form and will then be issued with a booking number.
- Payment must be made at the time of booking.

Cancellations

- All booked activities may be cancelled up to 24 hours before the commencement of the activity.
- All customers failing to attend or provide the correct cancellation notice period for a pre-booked activity will be charged the full fee for the activity in question.
- Customers with payments outstanding will NOT be permitted to book/attend activities until the outstanding payment has been cleared.
- Booking members that choose to cancel their activity booking in line with the cancellation policy will receive a credit to their account which can be applied to the next booking.
- Cancellations can be made by phone, or in person.

Please ask a member of staff if you have any queries about how the changes may affect you.