

LED Leisure Management Ltd

Booking Terms & Conditions

Bookings & Payment Terms

As well as being able to book in person and over the telephone, you are also able to make online bookings for various activities, classes and courses including racquet sports. It is advisable to book these activities in advance in order to secure your place. You can register and book online at www.ledbookings.co.uk or by downloading the LED mobile app.

Depending on your type of Membership, some activities will be included and be free of charge ("Included Activities") and some will not be included and will be chargeable ("Non-Included Activities")

Bookings are not transferable between customers

Customers must check in on arrival for an activity at reception, or via the kiosk or iPad (where available).

The following BOOKING AND PAYMENT rules apply.

For all Bookings by all Customers

We recommend that you arrive at least 10 minutes before the start of your booked activity. If you arrive late, LED reserves the right to refuse you access depending on the activity booked and any relevant health & safety considerations.

All bookings for activities NOT included in your membership option must be paid for at the time of booking (the "Activity Fee").

The Activity Fee is non-refundable in the event that you fail to show up for your activity or within 4 hours of the activity commencing. Bookings may be transferred to another activity (of the same value) if more than 4 hours notice is given prior to the activity taking place.

Advance Booking Periods

- Members may book included activities 8 days in advance
- Pay as you go customers may book 7 days in advance (full payment is required at the time of booking)

The following BOOKING CANCELLATION TERMS apply to all bookings:

To cancel a booking we recommend that you use the LED mobile app or go online via www.ledbookings.co.uk . If you are unable to cancel by either of these methods you may alternatively cancel your booking in person or by calling your local leisure centre.

Summary of Booking and Cancellation Periods

Time Cancellation made		Included activity (members)	Pay as you go activity
More than 1 hour	Early Cancellation - cancellation made 1 hour or more before the activity start time	Thanks for giving us notice	No refund due Activity transfer available
Less than 1 hour	Late Cancellation (within 1 hour of class)	Strike Added	No refund No transfer of activity
No Show	Booked activity not cancelled, attended or registered	Strike Added	No refund No transfer of activity

- A 'strike' will be added to customer accounts if booking cancellation periods are not met
- A maximum of 1 strike will be added for an individual activity
- Strikes will always be added, however legitimate the reason for not attending or cancelling. Only customers receiving 3 or more strikes in a calendar month will be penalised
- Any 'Late Cancellation' and 'No Show' strikes will be noted on members records, customers will be informed by email. 3 strikes or more in a calendar month will lead to booking privileges being suspended for 2 weeks at the start of the following month, with access to online and LED app bookings suspended. Only booking on the day by telephone or in person will be possible during this period
- Members may avoid the suspension of booking privileges by paying a £12.50 administration fee

We advise that customers ensure we have an up to date email address so that we can communicate any programme changes, strikes or infringements.

All customer bookings are dependent on adherence to LED's Health Commitment Statement. Every facility offered on this website will be subject to LED Leisure Management Ltd's terms and conditions – you should read these to ensure suitability of facility, venue, any specific dress codes or other important terms prior to making a booking. Please note that some payments made when booking a facility on this website are made through a third party provider, IMIN LTD, a company registered in England and Wales with Company Number 07716450, whose trading address is Unit 2.03, E1 Studios, 7 Whitechapel Road, London, E1 1DU. By proceeding with a booking via IMIN LTD, you hereby agree to comply with IMIN LTD's terms and conditions, a copy of which can be found here (<http://www.imin.co/terms/consumer>). At no time will a contract come into existence between you and IMIN LTD as it is only acting as a booking payment portal as between you and LED Leisure Management Ltd.