

LED Leisure Management Ltd
Booking Terms & Conditions

Bookings & Payment Terms

Members can book by telephone, online or via the LED mobile App for various activities, classes and courses including racquet sports.

It is advisable to book these activities prior to arriving at our centres in order to secure your place and to comply with our Covid-secure procedures. 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 with a member of our team, 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"). Please note we are currently operating 'cashless.'

The Activity Fee is non-refundable in the event that you fail to show up for your activity or within 1 hour of the activity commencing. Bookings may be transferred to another activity (of the same value) if more than 1 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 members may book 7 days in advance (full payment is required at the time of booking)

Covid-Safe – Advance Bookings

As a result of the reduced capacity in some activities, **advance bookings** are currently limited to a maximum of 3 per week, until we can return to full capacity.

Bookings made within 24 hours remain unlimited, meaning you can attend as often as you like each week. We also accept 'walk-in' bookings. Pre-booking is still required, but only needs to be 5 minutes prior to sessions commencing.

Exceeding the advance booking limit

Members found to exceed the advance booking limits will automatically have their booking privileges suspended for one week.

By adhering to this limit, we can ensure that as many members as possible are able to safely enjoy our facilities. This policy will be reviewed as and when limits are able to be increased.

Cancellation

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 cancel your booking by calling your local leisure centre.

The following BOOKING CANCELLATION TERMS apply to all bookings:

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	Refund due or 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

'Dishonoured Bookings'

- 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.