

## **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](http://www.ledbookings.co.uk) or by downloading the LED 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 app or go online via [www.ledbookings.co.uk](http://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
<b>4 hours or more</b>	Early Cancellation - cancellation made 4 hours or more before the activity start time	Thanks for giving us good notice	No refund due Activity transfer available
<b>Less than 4 hours (but more than 1 hour)</b>	Late Cancellation – cancellation made less than 4 hours before the activity start time	Thanks for giving us notice	No refund  No transfer of activity
<b>Less than 1 hour</b>	Late Cancellation (within 1 hour of class)	Strike Added	No refund  No transfer of activity
<b>No Show</b>	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.

