

# Woking Online Bookings: Terms and Conditions

## **1. Conditions of Use**

- 1.1. All hires and bookings are made subject to the general terms and conditions of use that are available from reception at Woking Leisure Centre and Pool in the Park, and issued with any membership or pay as you go card.
- 1.2. This scheme is operated by freedom leisure ltd on behalf of Woking Borough Council. All of its terms and conditions are at the discretion of the freedom leisure ltd and the freedom leisure ltd reserves the right to amend any aspects of the scheme as and when necessary.
- 1.3. Your card is issued by and remains the property of freedom leisure ltd which reserves the right to decline, issue or withdraw the card at anytime.
- 1.4. Any misuse or failure to abide by these terms and conditions may result in the withdrawal of your card and you may be considered ineligible for future applications.
- 1.5. Do not pass your key card or details relating to it to anyone else.

## **2. Online Bookings**

- 2.1. Online bookings are available only for customers with a valid key card.
- 2.2. Activity and class online bookings can be made up to 7 days in advance. Although bookings are open 24 hours a day, bookings for the following week start at 8am each day. Courses can be booked up to 90 days in advance.
- 2.3. To ensure that everyone has a chance to use the facilities there are restrictions on the number of bookings each customer is permitted to make for each day.
- 2.4. Your card is issued in the name of the holder and is not transferable. Your card must not be used by anyone other than the cardholder e.g. you may book 2 courts one after the other and play for 2 hours, but you cannot book 2 courts at the same time. Your card can only be used to book activities for the cardholder. Any card being used by someone other than the authorised cardholder will result in freedom leisure ltd cancelling your card.
- 2.5. freedom leisure ltd reserves the right to re-allocate any bookings to other courts or areas within the centre in order to optimise space utilisation.
- 2.6. The booking time covers the period of use including up to 5 minutes setting up and up to 5 minutes clearing away of facilities relating to the booking.
- 2.7. All hirers and customers must report to reception on arrival. Please remember to bring your key card to validate your booking.

### **3. Payments**

- 3.1. The customer shall be responsible for the payment and any other charges related to the booking.
- 3.2. All online bookings that require payment must be paid for in full prior to the activity taking place. Customers with online bookings that have a zero payment attached must be registered as attending the activity either at reception or by kiosk prior to the activity taking place.

### **4. Cancellations by the key card holder**

- 4.1. Should you wish to cancel or move a booking, 48 hours' notice is required prior to the start time of the activity. If you fail to attend a pre-booked activity or do not give the required notice you will be liable for the cost of this booking at full standard adult charge plus an administration charge of £1.50. Customers with arrears against their membership may have their membership account suspended.

### **5. Cancellations by the centre**

- 5.1. freedom leisure ltd will endeavour to ensure that activity areas and facilities are operational and available for use. However in circumstances where it is not possible to maintain services, freedom leisure ltd reserves the right to amend the details of the membership and as such is not liable for any refund or discount.
- 5.2. Please be aware that the centres including the gym will be closed on Christmas Eve, Christmas Day, Boxing Day and New Year's Day, occasional special events such as the Woking Beer Festival, for essential maintenance or unforeseen circumstances such as adverse weather conditions. We will display details of programmed closures a minimum of 4 weeks in advance, by prominently displayed public notice or on the web site.

### **6. Data Protection**

- 6.1. Your personal information will be held and used in accordance with the Data Protection Act 1998. freedom leisure ltd will not disclose information to any unauthorised person or body but where appropriate will use such information in carrying out its various functions and services. Your address / phone number or email address may be used to send you information about our services and promotions.

### **7. Racket sports per person**

- 7.1. Squash, badminton, short tennis and racketball are booked on a per person basis. Each person playing must pay for their own place on the court. The first person to book reserves the court and pays on or before the activity takes place. Additional players must pay the appropriate fee before playing.