

## **Online Bookings and Payments**

1. You must have an Active card, Activo or Xperience membership to access online bookings and payments.
2. Bookings made online must be paid for at the time of booking. Refunds will not be given for cancellation.
3. Bookings made online must be cancelled online.
4. Where an Activo member wishes to cancel a pre-booked class or activity that is included in their membership, this should be done by 10:00am on the day of the class or activity. Failure to do so will result in a charge being applicable. In extenuating circumstances, appeals may be made in writing to [enquiries@active4today.co.uk](mailto:enquiries@active4today.co.uk) for the attention of a Director. Appeals will be considered within 3 working days. Whilst a non-attendance charge is on your account, you will be unable to book any further classes/activities. In the case of all other memberships, no refund will be given.
5. The member making the booking must attend and actively participate in the booking for the duration of the booking.
6. The number of participants must not exceed the usual maximum numbers for the booking.
7. There may be limitations on the number of bookings that can be made per day.
8. The activity/session period includes the setting up and taking down of equipment.
9. Bookings may be made up to 7 days in advance in the case of Activo members, and 5 days for Active Card holders. For certain courses/educational and outreach programmes, see information at the time.
10. You must register your attendance of the class/activity by 'checking in' on the fast-track kiosk on arrival at the leisure centre. You will need your membership card or wrist band to do this.
11. The online booking service does not list all activities available.
12. Not all services are bookable online.
13. No refunds will be made if you fail to attend for a pre-booked and pre-paid activity.