

## BOOKINGS POLICY

### 1.0 GENERAL BOOKING POINTS

- 1.1 Bookings can either be made online through Leisure Hub, by telephone during the opening hours of the Club or in person.
- 1.2 A membership entitles the member to book a space on a session and an activity for their use only. Members may not use their membership to book a space or activity for any other individual (see Section 6 relating to Member's Guests).
- 1.3 As a consequence, concurrent bookings (two, or more, bookings at the same time) are not possible to be booked on Leisure Hub. Should a member believe that there is a situation where this is necessary, such bookings will only be possible by telephone or in Club.
- 1.4 Minimum age restrictions apply to some activities, please check Leisure Hub descriptions and/or our Admissions Policy for details of these.
- 1.5 If a session is fully booked, at the scheduled start time of the session anyone not booked on the session will be offered a place on the session, at the expense of any booked participants who have yet to check in.

### 2.0 COURT BOOKINGS (Badminton, Pickleball, Squash, Short Tennis, Table Tennis)

- 2.1 Members who have court bookings included in their membership may book a maximum of one court at one time. A second court (at the same time) may be booked, but this will be charged at the normal PAYGO rate.
- 2.2 Members who have court bookings included in their membership may book a maximum of two consecutive courts. A third consecutive court can be booked in addition, but this will be charged at the normal PAYGO rate.
- 2.3 Rules concerning court bookings by non-members are covered in sections 6.0 and 7.0.

### 3.0 BOOKING AHEAD

- 3.1 Book ahead privileges for sessions (classes), court bookings and activities vary according to your membership type:

PAYGO	1 day ahead of the booking start time.
PAYGO+	4 days ahead of the booking start time.
All other memberships	8 days ahead of the booking start time.
- 3.2 Booking ahead will be disabled if the membership shows that a payment is owed.

### 4.0 CANCELLATION

- 4.1 If BCS cancels any session or activity that has been booked and paid for in advance, we will credit the payee the full amount paid, to be used against a future session or activity. No refund or compensation will be given.
- 4.2 If a member or PAYGO (+) customer wishes to cancel their booking of a session or activity, this must be done at least **2 hours** prior to the start time of the session or activity.
- 4.3 If the appropriate notice period of cancellation has been given, as stipulated in point 4.2 above, no charge will be made to a member. If the PAYGO (+) customer has paid for the session or activity involved, we will credit them the full amount paid, to be used against a future session or activity. No refund will be given.
- 4.4 There are several ways to cancel a class or booking:
  - Via an online booking account (Leisure Hub)
  - By emailing the club at [cancelmybooking@christs-hospital.org.uk](mailto:cancelmybooking@christs-hospital.org.uk)
  - By phone on 01403 247572

- In person at the Reception desk

## 5.0 PENALTY FEES

- 5.1 As per our membership terms and conditions, we reserve the right to charge members for any facilities they pre-book or reserve and which they do not use.
- 5.2 If a member fails to give the appropriate notice period of cancellation, as stipulated in point 4.2 above, or they fail to attend a booked session or activity, they will be charged a penalty fee of £5.00.
- 5.3 Penalty fees can be paid either online through Leisure Hub, by telephone during the opening hours of the Club or in person at reception.
- 5.4 Members wishing to challenge the issuing of a penalty fee must do so by writing to [penalties@christs-hospital.org.uk](mailto:penalties@christs-hospital.org.uk). One of the team will respond and resolve your query within 72 hours. No requests for penalty fees to be waived will be accepted at reception.
- 5.5 Members incurring regular penalty fees, even if they are paid, may have their book ahead privileges removed for a period of time. Similarly, any members regularly challenging the issuing of penalty fees, may have their book ahead privileges removed for a period of time.

## 6.0 MEMBER'S GUESTS

- 6.1 For the purposes of the following rules, we define a **member's guest** as a non-member who attends the club with a member, signs in at reception with that member and they both attend the same activity.
- 6.2 Member's guests have no book ahead privileges and may not be booked into any session or activity by a member.
- 6.3 Member's guests must pay a guest fee for all sessions and activities, including court bookings. This guest fee is a discounted charge for all activities but will be the normal PAYGO fee for all sessions.
- 6.4 Member's guests attending the Club for the first time must report to reception with the member upon arrival, where their details will be taken, a PAYGO membership issued and the appropriate guest fee paid. Returning member's guests should always report to reception, check in and pay the appropriate guest fee.
- 6.5 As per our terms and conditions, during busy sessions, we reserve the right to refuse access to guests.

## 7.0 PAYGO(+) CUSTOMERS

- 7.1 For the purposes of the following rules, we define a **PAYGO(+) customer** as someone who attends a session or activity independently of any other member.
- 7.2 PAYGO(+) customers have the book ahead privileges as defined in 3.1 above.
- 7.3 All sessions and activities booked by a PAYGO(+) customer must be paid for at the time of booking.
- 7.4 Should a PAYGO(+) customer make a court booking, those playing with them must report to reception upon arrival, where their details will be taken and a PAYGO membership issued for each of them. No additional fee will be payable, since the price paid by the PAYGO(+) customer covers the cost of the court. Such bookings are paid per court, rather than per person.
- 7.5 Should a PAYGO(+) customer fail to attend their booked session or activity, or they do not cancel as set out in 3.2 above, they will not be entitled to a credit or refund of the full amount paid.