

## **Booking Policy**

The Booking Policy for Garioch Sports Ltd applies to Members and Non Members.

### **Paying for bookings**

Classes can be booked by telephone, online or at reception.

All bookings must be paid for at time of booking. This includes all classes, personal training, squash courts, badminton courts, birthday parties and football bookings (Games Hall and 3G Bookings). Until the booking is paid for, the space will still be available for booking by others.

Class bookings can be made 6 days in advance, Personal Training bookings are up to 4 weeks.

The booking time covers the period of use including setting up and clearing away of facilities relating to the booking.

### **Confirmation of booking/checking-in**

All hirers and gym customers must report to reception on arrival – pre-booked class users may swipe straight through.

Personal Training cancellations must be given with at least 24 hours' notice for your booking to be transferred to another date and time within a 4 week period. This can only be transferred once. No refunds will be given but your booking can.

If a class is not cancelled (no show) or cancelled with less than 2 hours' notice for 3 times or more in any 1 month period, the member will lose their advance booking rights for a period of one week.

Members on the waiting list will be contacted in order of the list. If members are unavailable no message will be left. The next member will be contacted and the first to make contact will receive the place.

All online bookings are confirmed by the issuing of a booking confirmation direct to your nominated email address. A booking confirmation will only be issued subject to receipt of payment or is the booking is a part of your membership.

### **Conditions of Use**

If members rights are abused the membership may be terminated without notice. Membership is non-refundable.

As per our Health Commitment Statement, your health is your responsibility. Please ensure that you are aware of what you can expect from us and what we expect from you by reading the statement displayed at reception.

### **Cancellation of bookings**

No refunds will be given unless Garioch Sports Centre cancels the activity. Exceptional circumstances will be decided at the discretion of Management.

All block bookings are non-transferable and non-refundable. All wellness class booking are non-refundable but may be transferred to the same activity with 7 days (subject to availability). PT may be transferred to within the coming 4 weeks (subject to availability).

If a booking needs to be cancelled a minimum of 2 hours' notice should be given. If a minimum of two hours is given, your booking can be transferred to the same class on another date and time the following week. This can only be transferred once and must be done at the time of cancellation. No refunds will be given.

### **Memberships Prices**

Membership prices are reviewed on an annual basis. Membership prices are inclusive of days the centre may be closed throughout the year and spread out through the monthly cost - up to a maximum of 7 days per year including Christmas and New Year.