

The members shall at all times comply with the rules and conditions of use.

1. Activity cancellation policy

Sports Medicine Clinic

1.1 Appointments can be cancelled up to 24 hours in advance, and no charge will be made.

Appointments missed or cancelled within 24 hours will incur a £20 charge.

Visitors to the Sports Medicine Clinic who fail to attend their appointment without contacting us will be charged the full appointment fee.

Refunds for online bookings will be provided as credit notes in the first instance. Full refunds will be provided at reception.

1.2 Members-only free activity (Exercise to music classes, squash & sports hall bookings, outdoor tennis courts)

Cancellations made within 3 hours prior to the activity will incur a strike against the member's booking rights.

Non-attendance to a pre-booked activity will incur a strike against the member's booking rights.

Failure to attend the class on time will also result in a strike.

If the member received 3 strikes due to cancellations or non-attendance, their booking rights will be suspended for 1 week.

A strike will be removed from the member's account after 6 weeks.

Non members must pay a guest fee of £5 when accompanying a member to any sports hall or squash court booking that a member has made.

1.3 Ad-hoc Bookings

Ad-hoc bookings can be cancelled up to 48 hours in advance, and no charge will be made.

Ad-hoc bookings missed or cancelled within 48 hours will be charged at full cost.

Refunds for online bookings will be provided as credit notes in the first instance. Full refunds will be provided at reception.

1.4 Regular/Block Bookings (Coombe Dingle Sports Complex, Swimming Pool, Indoor Sports Centre)

Regular bookings, e.g. weekly training sessions, can be cancelled up to 48 hours in advance and no charge will be made. Bookings missed or cancelled within 48 hours will be charged at full cost.

NB. for Block bookings (10 or more) and where a VAT exemption applies: please note that cancelling a session and requesting a refund will mean the block booking is interrupted, and we will no longer be able to apply a VAT exemption to the overall series. In this situation please contact us to discuss how this affects the amount you will be invoiced.