

## Enable Leisure & Sport – Terms & Conditions

1. The term 'membership' refers to one of the annual or direct debit memberships offered by Enable Leisure and Sport.
2. Each membership entitles the card holder to different privileges and will determine what price you are charged or what activities are available to book.
3. Members can book certain activities, with the appropriate membership, up to 7 days in advance.
4. Online bookings will only be confirmed when the payment is made.
5. All bookings made online are non-refundable. If the facility must cancel your booking you will be informed by telephone and a refund issued. Please ensure we have the correct details for you.

### Tennis:

6. A member can book one court on the hour for up to 2 hours per day.
7. Members must report to reception with your membership card and confirmation email.
8. Your membership card is non-transferable and can only be used by the person registered.
9. If you are going to be late you must inform the facility as early as possible. A court will only be held for the first 10 minutes of the start time. After this time, it can be resold.
10. If you make 2 bookings in 1 day and fail to turn up to the first you will forfeit the second. No refund will be given.
11. In the event of adverse weather conditions affecting play, a credit will be issued if less than half an hour has been played.
12. A credit must be used within that month.

### Classes:

13. All annual and direct debit members have unlimited access to all studio classes\* and are advised to book before attending any classes.
14. To cancel your place in a class you must notify the centre a minimum of 1 hour prior to the class commencing.
15. Failing to cancel a class will be deemed a non attendance. If you fail to cancel a class on time on three separate occasions, you will be charged a £2 admin fee and not allowed to book until payment has been cleared.
16. Members must report to reception prior to call to obtain a ticket.
17. Tickets must be handed to the instructor of the class.
18. Places on all studio classes are limited and are taken on the first comes first serve basis.
19. Late entry to any studio classes may result in the refusal of admission by the instructor.
20. If any classes are cancelled or changed you will be notified.
21. Enable Leisure & Sport retains the right to refuse a customer entry to any class or activity
22. If you lose your membership card you must replace it at a charge of £5

### General:

23. Each Facility will have its own code of conduct that users must abide to. Please familiarise yourself with these (found on [www.enablelc.org/els](http://www.enablelc.org/els) and each facility is listed)
24. For further information on opening and closing times, services we offer visit [www.enablelc.org/els](http://www.enablelc.org/els)

*\*Off-peak members may only attend classes within the time period that their membership allows entry. Any classes attended outside these times must be paid for on a casual basis.*