

# Booking and Cancellation Rules

Payment must be made at the time of booking for all activities, sessions and facilities.

## Bookings

Members (Fitness Direct and Centre Members) can book facilities/sessions up to eight days in advance. Payment must be made at the time of booking.

Customers who do not have a membership (Centre users) can book facilities/sessions up to seven days ahead. Payment must be made at the time of booking.

## Cancellations

If any customer is unable to attend a pre-booked session we require the following notice of cancellation:

- For morning activities we must receive notification the day before (check Centre opening times).
- For evening sessions we must receive notification before 12noon on the day of the session.

Where a customer provides the relevant notice they will be offered a transfer to an alternative session. No refunds will be given.

If any customer fails to attend a session without relevant notification, no transfer will be offered. Where that customer holds a Fitness Direct membership they will be charged the member price for the session missed.