

### **PAYMENT**

- a) The customer shall be responsible for the payment and any other charges to do with the booking.
- b) The customer shall not assign or sub-let the right to use the facilities and must only use the facility for the agreed purpose.
- c) Full payment will be taken at the time of booking for all activities via all major credit cards or debit cards. Amex is not accepted.
- d) The payment shall be made at the time of the booking to validate the booking.
- e) The centre reserves the right to review prices and will notify customers within a minimum of 14 days' notice of any changes.
- f) The customer shall be liable for any additional expenses incurred by the centre if any booking overruns or fails.

### **RULES AND REGULATIONS OF BOOKING**

- a) Bookings can be made online, over the telephone or at the centre.
- b) In order to make online bookings the customer will need to register on the HG Sports Centre website <https://hg.sports-booker.com/>. This requires customers to have a valid email address to log-in.
- c) Your booking is only confirmed when you pay in full for the activity. Acceptance of your booking does not guarantee further bookings.
- d) If there is no evidence of the booking on the booking schedule then the customer will have to pay again if they want to be admitted.
- e) Management reserves the right to re-allocate any bookings to other courts or areas within the Centre in order to optimise space utilisation.

### **CANCELLATION OF BOOKING BY CUSTOMER**

Cancellation Terms & Conditions for adhoc bookings.

- a) Cancelling a booking can only be done more than 48 hours in advance of the start time of the booked activity via telephone or in person at the reception of the centre. Credit vouchers will be issued for bookings cancelled within this timeframe.
- b) Credits for bookings cancelled less than 48 hours in advance of the start time of the booked activity will only be issued at the discretion of the Centre Manager. Any application for refunds in such cases must be made in writing and sent to the Centre Manager stating the details of the refund requested.
- c) No refund or credit voucher will be given for any booking made in person or via the online system should the customer fail to turn-up.

Cancellation Terms and Conditions for Full Year and Block Bookings.

- a) Bookings made via a signed booking form for a period of more than one month ("Block bookings") can only be cancelled one month in advance.
- b) Block bookings cancelled with less than one month's notice will not be given a credit or refund.
- c) No refund or credit voucher will be given for any booking should the customer fail to turn-up.

### **CANCELLATION BY THE CENTRE**

- a) The centre reserves the right to refuse or cancel any booking without giving any reason or to refuse admission to the centre.
- b) We can add to, change, withdraw or cancel facilities or activities from the centre without notice. This includes closing the centre or changes to its opening hours for safety reasons, maintenance or special events. Customers who book & pay online will be entitled to a refund if the centre withdraws the facility or activity.
- c) The centre will not be liable for any other expenditure incurred or loss sustained by the customer arising from the booking online or cancellation.

## **RULES AND REGULATIONS OF USE (GENERAL)**

- a) Set up and down of equipment may be undertaken during your booking time and is included in your time allocation.
- b) The following must not be brought onto the Premises without the written permission of the Centre Manager.  
> Crockery and glass > Electrical appliances > Pets (except guide dogs) > Food, drink or retail items
- c) Permission must be obtained from Duty Manager before taking any video or photographic images within the building.
- d) Appropriate clothing must be worn for all activities for example: > Non marking soles must be worn in all activity areas.
- e) Customers shall keep all noise at a level which is acceptable to the centre staff and will reduce noise levels immediately if instructed by a manager.
- f) On arrival at, and departure from the centre, customers must show consideration towards local residents living near the centre, particularly during the evening.
- g) No customer shall grant sound or television broadcasting or filming rights without prior conditional consent of the management. The consent may impose conditions with which you must comply.
- h) HG Sports Centre and third parties may carry out general filming and sound recording. Admission to the Centre signifies your consent to them being used in perpetuity and in all media without any rights to payment.
- i) You must park only in the designated parking places.
- j) Only cars displaying disabled badges may park in the disabled parking bays.
- k) Customers will leave booked areas clean, tidy and free from damage.
- l) Vehicles parked on double yellow lines or in hatched areas may be subject to fines.

## **RULES AND REGULATIONS (CHANGING ROOMS)**

- a) Any articles we find will be removed.
- b) Clothing left in cubicles will be removed to lost property. (Items are KEPT FOR ONE MONTH BEFORE DISPOSAL.)

## **LIABILITY**

- a) HG Sports Centre accepts no responsibility for the loss of, or damage to, property or vehicles, or injury, illness or death, on these premises unless caused by its own negligence.

## **EMERGENCY PROCEDURES**

- a) If the fire alarm sounds at the centre you must immediately leave the centre by the nearest available exit and meet at the assembly point and comply with any directions from Centre staff.
- b) You must report any accident, injury or damage immediately to the Duty Manager/Reception at the Centre.

## **COMMENTS**

If you wish to enquire regarding service levels, please speak to the Duty Manager prior to leaving the premises or complete a customer comment form situated in the reception area. All customers must comply with the above terms for all and must have regard for health and safety, and behave considerately towards other customers, staff, the building and equipment. Any person not complying may be asked to leave the Centre and must immediately leave upon request. You are responsible for the behaviour of any children you bring to the Centre and must explain any relevant rules and conditions to them. You must comply with notices and signs on display in the centre.