

Terms and Conditions for Non-Lleisure Pass Holders

(Guest Bookings for Classes, Spa, Swimming, Football Pitches, Indoor Sports, etc.)

1. Guests (non-Lleisure pass holders) can make bookings for regular activities. Examples of such activities include but are not limited to: group exercise classes, spa, swimming, 3G football pitches, badminton courts, squash courts, table tennis, netball, basketball or such activities as Liberty Leisure Ltd may provide from time to time at its absolute discretion.
2. Guest bookings for non-Lleisure pass holders can be made up to 5 days in advance (excluding the current day) and payment must be made in full at the time of booking.
3. An induction is required prior to use / booking of the Spa.
4. Price changes and resulting refunds cannot be provided retrospectively if a valid Lleisure Pass is not stated / presented at the time of booking.
5. All activity bookings are subject to availability at the time of booking. Lleisure does not guarantee the availability of courts, classes, space or sessions as these are on a first come, first served basis.
6. Bookings can be made via the website: https://lleisure.gladstonego.cloud/en_GB/book. Where bookings are made via the phone a series of security questions may be asked to determine appropriate use of the Lleisure Pass and to ensure data integrity.
7. Bookings cannot be sub-let or assigned, and multiple court bookings at the same time are not permitted.
8. The gym cannot be used by non-Lleisure pass holders (members of Hussle excepted). An Lleisure Membership must be purchased.
9. Unless otherwise stated those wishing to use group exercise classes, adult swimming or the spa must be 16 years of age or over.
10. Facilities or parts thereof may be withdrawn from time to time for repairs, refurbishment, tournaments, special events or closures. Where this results in the cancellation of a paid session, a refund or credit will be provided. Where possible, 2 weeks' notice of any disruption to the regular programme will be advertised.
11. Facility opening times and the normal programme of activities will be limited on statutory bank holidays. The website will include up to date opening and closing periods.
12. Liberty Leisure Limited reserves the right to amend or cancel the programme or availability of activities at any time. Sessions are subject to change without prior notification and may be subject to cancellation.

13. If an adult user is purchasing an activity on behalf of a user under 16 years of age ('U16'), the adult user is deemed to be accepting these Terms and Conditions on the U16's behalf. By accepting these, they agree to be responsible for the behaviour and actions of the U16 at all times and to pay Leisure any amounts that are due on their behalf.

14. Cancellation / Refund / Transfer - Terms and Conditions:

- Non-Leisure Pass holders are able to cancel or modify a guest booking made within the 5-day advanced booking period if this is undertaken at least the day before the activity date. In such cases refunds are available from the venue where the booking was made.
- Any request to cancel, transfer or refund a booking on the day of the booked activity will not be honoured unless a valid Doctor's certificate is provided. This arrangement cannot be back dated.

15. Conduct:

- Guests should make themselves aware of any etiquette and advice notices that are in operation across our Facilities from time to time.
- Guests must, when using the Facilities and programmes, behave in a considerate manner towards Leisure staff members and fellow users of the Facilities. Leisure takes aggressive, violent and threatening behaviour against staff and other users seriously. Leisure reserves the right to refuse admission or refer incidents and allegations of anti-social behaviour to the appropriate authorities at its absolute discretion. In such instances, Leisure will share full details of the incident with appropriate authorities, including but not limited to names and details of the accused and any witnesses. Where any damage beyond that considered normal wear and tear is caused by the Guest to the Facilities, Leisure reserves the right to recover the cost of repair or replacement from the individual that has caused the damage (or in the case of an U16 user, the responsible adult).

16. Leisure reserves the rights to alter the terms on which bookings are made at any time without any prior notice and at its absolute discretion. Leisure reserves the right to refuse bookings and admission to Facilities.

17. Notwithstanding any other provision in these terms and conditions, Leisure makes no warranty as to the availability of activities or services.

18. Data Protection

Any personal information obtained from you is for the purpose of administering your booking, seeking feedback or providing information on products or services you have requested from us. The collection and retention of any such information shall be in accordance with any relevant data protection legislation from time to time and in accordance with Liberty Leisure Limited's data protection policy. For further information about how we use and share data please visit <https://www.lleisure.co.uk/privacy-notice/>

These Terms and Conditions are subject to review at any time and at the absolute discretion of Liberty Leisure Limited. Last updated September 2023.

