



## ACTIVE LIFESTYLE CENTRES ACTIVITIES & BOOKINGS TERMS & CONDITIONS

### GENERAL TERMS

1. When you arrive, please present confirmation of your booking at the main reception desk.
2. Unless stated, all activities that take place in the Sports Hall(s) last 55-minutes in duration. This is to allow for a 5-minute set-up/set-down.
3. The duration for each activity, class and course is listed on our website and booking system. You must not exceed your allocated booking time. Please visit [www.activecentres.org](http://www.activecentres.org).
4. Our timetables, classes, courses, room locations and instructors are subject to regular review and change.
5. Circadian Trust, who run and operate Active Lifestyle Centres, reserves the right to refuse admission to any of its Centres.

### CANCELLATION & REFUNDS

6. All activity bookings and ticketed events are non-refundable.
7. Customers providing the correct notice period can transfer a booking to an alternative date and/or time by calling 0300 333 0300. This is subject to the following notice periods and availability. Bookings can only be moved once.
  - Classes/Racquet Sports/Single Court Hire – no less than 2 hours' notice
  - Public Swimming Sessions – no less than 2 hours' notice
  - Wellbeing Studio – no less than 2 hours' notice
  - Special Events (e.g. Wrestling, Music, Shows) – Single date events, no transfers
  - 5-a-side Football – no less than 24 hours' notice
  - Parties (all types) – no less than 2 weeks' notice
  - Children's activities (XHeight/Explore/Softplay) – no less than 24 hours' notice

Should the customer cancel without adequate notice or fail to arrive for a booked activity then no transfer will be given.

8. Where Active Lifestyles Centre fails to deliver the facilities paid for by the customer (eg. swimming pool is closed), and an alternative activity or date is not available, a refund can be requested.

9. If a medical illness or injury prevents your child attending a party booking, an alternative date will be sought. If no suitable date is unavailable, customers can apply for a refund by providing evidence of the illness or medical condition.

## MEMBERSHIPS (INC. SWIMMING LESSONS)

10. All standard Active Membership Terms and Conditions apply and can be found at [www.activecentres.org](http://www.activecentres.org). Circadian Trust reserves the right to amend, withdraw and/or update the Terms and Conditions of the Active Membership and Bookings Terms and Conditions at any time.
11. Memberships are non-transferable and can only be used by the named membership holder. Failure to comply may result in the withdrawal of your membership benefits, without any refund being made.
12. Circadian Trust will process any information you provide in accordance with the general principles of the Data Protection Act. You can find out more about how we manage your data by reading our Privacy Notice, which is available online at [www.activecentres.org/policies](http://www.activecentres.org/policies)

## HEALTH COMMITMENT STATEMENT

We are dedicated to helping you take every opportunity to enjoy the equipment and facilities that we offer. With this in mind, we have carefully considered what we can reasonably expect of each other. Please visit our website [www.activecentres.org/health-commitment-statement](http://www.activecentres.org/health-commitment-statement) to read our Health Commitment Statement.

## Privacy Statement

*By creating an account with Active Lifestyle Centres, you are agreeing to the sharing of data with the South Gloucestershire Active Partnership. This includes South Gloucestershire Libraries where you can also use your Active Card to access services. We will not share your information with third parties who do not play a role in the operation of the Active partnership and its membership scheme and activity. You can find out more about how Active Libraries manage your data by reading our Partnership Privacy Notice, which is available online at [www.activecentres.org/policies](http://www.activecentres.org/policies)*