

# Booking Sporting Facilities

## Brief

The centre has provision for badminton, football, table tennis, basketball and other indoor activities in our Sports Hall.

Customer can book online using our website at Laindon.club up to 3 weeks in advance or over the phone with us on 01268 855232.

All bookings are provided on a first come, first served basis with the option to block book to the end of the calendar year.

## Repeat Bookings

Customers can block book a regular slot until the end of the calendar year and will be given the opportunity to extend that booking towards as the end of the year approaches.

This allows regular groups to retain a time that works for them and is essential for individuals, organised clubs and groups.

## Cancelled and Missed Sessions (by customers)

Any regular groups that miss or cancel 3 or more bookings in a row or 5 bookings in 10 weeks will have their booking automatically removed. This applies to bookings where the customer is either a “No Show” or has “Cancelled” within 24 hours.

Bookings cancelled within 24 hours of the sessions start time will still be liable for payment and the slot made available to other customers.

Customers that give us prior warning of holidays, illness or religious festivals etc. will not be penalised as long as we are notified more than 24 hours in advance of the session start time (preferably longer please). Such cases will not affect your ongoing booking status

Customer that regularly book 2 courts then cancel one of them at the last minute will be contacted and have their booking reduced to 1 court with the option of booking up the additional court on a first come first served basis. Customers cannot book a “placeholder” and then cancel this repeatedly – even if we are given 24 hours notice – as this is not fair to other customers.

Bookings cancelled in advance will be made available for other customers to book on a first come first served basis.

## **Cancelled Bookings (by the Centre)**

We reserve the right to cancel or refuse any booking without prejudice.

With this regard we may retain personal information including name, contact number and email address in order to contact you if we have an emergency or are unable to fulfil your booking.

We reserve the right to cancel or suspect any bookings where payment is outstanding.

## **Online Bookings**

Customers can book online at any time of the day for courts up to 3 weeks in advance.

Anything beyond 3 weeks or for repeat bookings will need to be made over the phone.

Bookings will automatically be accepted for trusted customers – this is to prevent random abuse of the system from people or bots.

There may be a delay in accepting your first online booking, but once we have your details and you are marked as a “trusted” customer you’ll automatically be accepted on subsequent bookings within a few minutes.

Any bookings made online will be subject to availability and confirmation by email. Only on receipt of an email will the booking be deemed to be accepted.

## **Allocated Courts**

For operational matters we may need to allocate customers different courts to those they identified when booking.

Please note your booking guarantees your space – not necessarily which court you will be physically allocated.

We reserve this right so that we may accommodate and manage logistics, changing situations, maintain customer safety and for emergency reasons.

If staff ask you to move to a different court then please do so.

## Payments

Customers are required to pay for their booking on initial arrival at the centre. We can then advise you of any issues prior to your session.

Any customers that leave the centre without paying for services will have future bookings removed and will be expected to pay the outstanding fees.

Clubs that meet regularly have the option of being invoiced monthly.

Bookings that are made and cancelled within 24 hours or where nobody attends will still attract the standard fee.

## Policy Changes

The centre reserve the right to update and amend this policy at any time without notice.

This policy supersedes and voids any previous written, implied or assumed policy and remains in effect until amended but us.

## Definitions

Cancellation	Notice given by the customer at least 24 hours prior to the session start time
No Show	Any booking that was made by a customer where nobody arrived to play and no notice was given
Repeat Booking	A booking made in advance by a customer that regularly attends a particular day and time each week
Customer	An individual, group of club that uses services at the centre
“Trusted”	A customer we have vetted and checked to be real person as opposed to a bot or prank booking