

### **Classes, swimming, gym, courts, gym inductions or rooms**

1. Payment must be made in full at time of booking
2. Users and members are asked to notify us as soon as possible if attendance at a booked activity is not possible
3. Bookings can be cancelled at any time. No refund will be given for cancellations less than 24 hours before a booked activity
4. Members who do not attend booked sessions will be required to pay the cost of a non-member at that session
5. We reserve the right to refuse further bookings from anyone who repeatedly does not honour their booking or the terms and conditions
6. Bookings can be made 8 days ahead.
7. Under 8s must be accompanied in the water by a responsible adult aged over 16. No more than three under 8s to be supervised by one adult. The adult must stay in the water with the under 8s at all times

### **Online bookings**

1. Users/members must be registered, with a valid email address and issued with a unique PIN in order to be able to access the online booking portal. Please telephone and ask for your PIN and details
2. We reserve the right to suspend an online booking account at any time
3. Bookings can be made online up to 2 hours before the time of the booking. After that time bookings should be made over the phone
4. Bookings can be cancelled online no later than 24 hours before the booking. After that time bookings must be cancelled over the phone
5. Payments cannot be refunded online. Please call us to process your refund

### **Courses**

1. Courses (i.e. activities that are repeated over a period of time) cannot be booked online.
2. All courses must be paid for in full at time of booking
3. In the event of a cancellation by a customer, full fee will be retained unless the place can be re-sold, in which case a refund of 80% of the fees or pro-rata if the course has commenced
4. In the event of cancellation by us 100% refund will be issued or pro rata if the course has commenced

We accept the following payment cards:



**West Wight Sports & Community Centre Trust Ltd**  
Moa Place, Freshwater, Isle of Wight PO40 9XH

Registered Charity No: 273334    VAT No: 109044105    Company No: 1266607