

Please note the following Terms & Conditions for Online Bookings for members of the Leisure Club.

Online booking is open to all Members. Bookings made online will be confirmed via email and are subject to email confirmation. Members must scan in at Reception with their key-ring when they attend the Club in order to register their attendance. Online booking may only be made by persons over the age of 16.

By registering for and using our online bookings system you agree to abide by the terms and conditions and fair use policy below:

1. **Registration** – You must register before using online bookings by completing the on-line registration process.
2. **Membership** – You must possess a valid, in-date Riverside Leisure Club membership to make a booking on the system.
3. **Cancellation** – **Please cancel bookings you cannot attend (giving as much advance notice as possible) to free up space for others.** This can be done online, by phone or in person.
4. **Bookings are limited to one booking per day per member.**
5. **Dishonoured bookings** – It is vital that membership bookings are cancelled by members who are unable to attend. Repeated failure to not attend sessions that have been booked without cancelling the booking may result in the withdrawal of the right to book online, or ultimately the right to book any session in advance. We impose a 3 strikes policy whereby if you don't attend a booking on 3 occasions during a 31-day period then we may withdraw your right to book online. It is your responsibility to check-in at reception to ensure your attendance is recorded.
6. **Transfer of Bookings** – **Members cannot make bookings on behalf of other members**, and bookings are non-transferable (i.e. must be attended or cancelled by the individual member who made the booking).
7. **Confirmation** – A confirmation email will be sent to the member's registered email address. Members are welcome to print this email but **are not** required to bring this when they attend the session they have booked. It's your responsibility to check-in at reception to ensure your attendance is recorded.

Online Booking – Fair Use Policy

By accepting the Terms of Use you agree to be bound by this policy. Please see below the terms of the fair use policy for online bookings.

Why have a fair use policy? It's designed to make your experience when booking a session online a happy one and maximise availability for all our members.

Am I likely to be affected by the fair use policy? If you don't book large numbers of sessions it's unlikely you'll ever be affected by this policy. If you do, all we ask is that you do so considerately, by ensuring you only book sessions you are sure you'll be able to attend. Should something arise unexpectedly that will prevent you from attending a session you have to cancel the booking as soon as you know you'll be unable to attend – this will free up space for other members.

What will happen if I make a lot of bookings or book and don't show up? If you only occasionally make large numbers of bookings, we're unlikely to be concerned. Similarly, if you fail to attend a session you've booked once it shouldn't be a problem. If it's happening more often, we will have to advise you that this is unacceptable. We impose a 3 strikes policy whereby if you don't attend a booking on 3 occasions during a 31-day period then we will withdraw your right to book online. It's your responsibility to check-in at the desk to ensure your attendance is recorded.

If you are booking multiple sessions at the same time, we may advise you of our intention to monitor your usage and take additional action if required. Ultimately if you breach the terms of online bookings or of the fair use policy repeatedly, we may have to withdraw your online booking privileges completely. We don't want to do that, and with your support and goodwill, we'll work with you to try to avoid this happening.