

BOOKINGS AND CANCELLATIONS TERMS AND CONDITIONS

Important – you should read these terms carefully. If you do not understand any of the terms and conditions below, please see a member of staff for clarification.

Bookings

1. Before the commencement of exercise all customers must have read, understood and agreed to comply with the Health Commitment Statement. The Health Commitment Statement is visible on the InspireAll website and displayed in our centres.
2. Bookings can be made online, by phone or in person at the relevant centre, from 9pm, up to 8 days in advance by members and 3 days in advance by non-members. (Applicable to Bushey Grove Leisure Centre, Furze field Leisure Centre & The Venue Leisure Centre. Please ensure you have created an online account.
3. Bookings can be made online, by phone or in person at the relevant centre, from 9pm, up to 15 days in advance by members and 8 days for non-members from 9pm (applicable to Pendleton Sports Centre and Silsoe Community Sports Centre only). Please ensure you have created an online account.
4. All persons booking an instructed class should ensure that they arrive in good time for the class, as the warm-up is crucial to the participation in the full class. Entry to those arriving 5 minutes after a fitness class has commenced will be refused and no refunds will be given.
5. We recommend that Members book in advance as the membership cannot guarantee the availability of an activity or facility during busier periods.
6. A Member may not book an activity on their membership card for somebody else, as memberships are non-transferable.
7. All bookings that require payment must be paid for at time of booking.

How to cancel a booking

1. If you cannot attend your booking, please cancel online or phone the centre and inform us more than 2 hours prior to the start of the class or booking to avoid a booking penalty.
2. If you cancel a booking with less than 2 hours' notice or you do not attend a booking, a notification will be recorded on your account. If two notifications are recorded in any 90-day period then a fee will be applied to your account and your booking privileges removed until the fee is paid.
3. Please note that the times of all cancellations are recorded.
4. If you cannot give 2 hours' notice, then please still inform the centre.
5. Any credit notes created from bookings cancelled with more than two hours' notice will be valid for 6 months from issue.

Data Protection

1. InspireAll will record the personal details you provide when booking an activity. For more information on how and why this data is collected, please refer to our [Privacy Policy](#), or email dpo@inspireall.com to request a copy.