

Dear Customer

As of 13th August 2007, Customers who have outstanding payments for any historical activities / classes will be refused any further bookings until the payments have been cleared.

We therefore ask that you attempt to clear any outstanding payments that are due for historical bookings, prior to 13th August 2007 to avoid any inconvenience on your next visit.

You have the right to dispute any of the payments or bookings and the Receptionist or Customer Service Teams will be happy to take your details in order that we can investigate the matter with you in more detail.

NON-MEMBERS

Did you know that by obtaining an e+ Card you will benefit from the following? It will cost you nothing and you do not need to become a Bracknell Leisure Centre Member to receive the card.

- (A) No one can use your name to book activities. If someone tries to book in your name, we will immediately be able to perform a photo ID on our system. Or ask 'Key Facts' which only you will know.
- (B) You will not have to give out your contact address details every time you book. Bookings will be instant and your e+ Card will also be automatically recognised at Edgbarrow & Sandhurst Sports Centre and Downshire Golf Complex.
- (C) You can register for Loyalty points Scheme which will award you 5 points for every £1.00 spent in the centre. These points will give you money off future activities.
- (D) You can register your email addresses so that you receive our monthly Customer Newsletter keeping you informed of events, updates, promotions and days where we are expecting busy parking.
- (E) You can store money onto the card (e Purse) and use it to pay for active ties and refreshments, so you don't have to carry money to the centre.
- (F) You will benefit from discounts in stores and restaurants in and around Bracknell Forest. (If you choose to use the card outside our Centre). See e+ Directory books promoted in Centre (Atrium).

WHAT IF YOU ALREADY HAVE AN e+ Card FROM THE LIBRARY?

If you already have an e+ Card, it takes moments to register your e+ Card onto our database. All you need to do is complete an e+ Card registration form. You do not require proof of address details. You can then also enjoy all of the above benefits.

PLATINUM MEMBERS

As of 13th August 2007, Customers who have outstanding payments for any historical activities / classes will be refused any further bookings until the payments have been cleared.

As Platinum Members, you may also book activities where no charges are applied i.e. BodyBeats Classes, but you will still be listed as a 'Debtor' of sorts if you fail to cancel or collect your tickets from Reception.

We would like to remind you of the importance of the following:-

Collecting Tickets from Reception for pre-booked activities / classes

This is important as your booking will otherwise remain 'outstanding' on our system.

Tickets are also required as proof of membership and payment. From time to time our Staff will be carrying out spot checks to prevent people attending classes or activities that they have not paid for.

For pre-booked activities / Classes, tickets can only be collected from Reception on the day of the activity / class and not before. No tickets will be issued in advance.

Cancelling Pre-booked activities / classes

Spaces are limited for classes and if you are unable to attend a class that you have pre-booked then it is important that you cancel your booking in order for us to release the space to another customer.

To cancel a booking contact Reception 01344 454203

If you are concerned about or dispute any bookings against your membership, please report your concerns to Reception or the Customer Service Team and they will hand your matter to the System Support Officer for further investigation.

