

## 10: LIABILITY

The liability of the site for damage to, or loss of users' property is strictly limited to any damage or loss suffered as a result of negligence of Bracknell Leisure Centre or its staff. Bracknell Leisure Centre will not store any personal property. Lockers are provided and all items of personal property should be kept in these for the duration of your activity. Any items left overnight may be removed and disposed of by the management.

Cars parked in the car park are left at the owner's risk and the site will accept no liability for any loss or damage. The car park is for Bracknell Leisure Centre users only. Parking at other times requires the permission of the management.

Please note that the gates are locked overnight and all vehicles must be removed prior to the facilities closing otherwise you will be locked in. No vehicles can be retrieved until the following morning.

Any accident occurring on the premises must be reported to reception and an appropriate form completed, immediately following the accident.

## 11: CANCELLING MEMBERSHIP

Membership of Bracknell Leisure Centre may be terminated by giving one month's written notice. An appropriate refund will be given less a 15% administration charge. The management also reserves the right to terminate the membership of any person breaching rules and regulations or for any other reason the management deems appropriate.

**Note – Annual Platinum Membership is non refundable.**

## 12: SHOP

Goods will only be accepted for return, exchange or refund if faulty and upon proof of purchase. This does not affect your statutory rights as a consumer.

## 13: GENERAL

No food or drink may be brought into and consumed within Bracknell Leisure Centre unless with the permission of the management.

All users of Bracknell Leisure Centre must observe the rules and comply with any directions the management may give to ensure the smooth, safe and efficient operation of the site.

Bracknell Leisure Centre reserves the right to alter and amend these rules at any time.



BRACKNELL  
LEISURE CENTRE

# Bracknell Leisure Centre Terms and Conditions

## Bracknell Leisure Centre

Bagshot Road, Bracknell, Berkshire, RG12 9SE

Tel: 01344 454203 Fax: 01344 868511

Email: [blc.enquiries@bracknell-forest.gov.uk](mailto:blc.enquiries@bracknell-forest.gov.uk)

Web: [www.bracknell-forest.gov.uk/be](http://www.bracknell-forest.gov.uk/be)

© Design and Print Services 2011

January 2012



BRACKNELL FOREST

Be

LEISURE

## 1: BYELAWS

All persons using the Bracknell Leisure Centre shall comply with the Byelaws in accordance with the Berkshire Act 1986, and agreed by Bracknell Forest Borough Council on 12 July 1990.

Please also refer to Edgbarrow and Sandhurst Sports Centres and Downshire Golf Complex for site specific terms and conditions.

## 2: MEMBERSHIP

Membership is divided into two categories: one for persons residing within the Borough of Bracknell Forest and one for those residing outside. Within these categories are various price bands for family, adult, senior, junior, student and disabled membership.

Persons categorised as juniors are aged under 16 years. No membership fees are payable for children under 5 years with the exception of specific courses.

All persons aged 60+ years qualify for senior membership.

Membership is not transferable.

All members are required to show their e+ membership card upon every visit when using leisure facilities.

A charge may be made for any replacement e+ cards required due to loss or theft.

Non-members using any facility must pay a daily temporary membership fee.

## 3: USE OF FACILITIES

Memberships are valid for a period of one calendar year. Season tickets are valid for the time specified at purchase. All members of the public are entitled to use the leisure centre while we retain the right to withdraw all or part of any facility

for up to 14 consecutive days without compensation and with or without notice for: cleaning, repair, alteration or maintenance after which time compensation will be considered, with the exception of free user cards and where compensation is not applicable.

## 4: HOW TO BOOK

### Members

Can book facilities up to 15 days in advance by telephone, online or in person quoting the number on your e+ card. You have until the day of your activity to pay.

### e+ card holders only

Customers who do not have a membership, but are e+ card holders, can book facilities up to 10 days in advance by telephone, online or in person quoting the number on your e+ card. You have until the day of your activity to pay. Your e+ card must be registered with Bracknell Leisure Centre.

### Non-Members

Can book facilities up to 10 days in advance by telephone, online or in person but must pay in full at the time of making the booking. This payment is taken by credit card if booking by telephone. At the time of booking you will be asked for your full name, address and telephone number.

## 5: BOOKING ACTIVITIES

All persons should report to reception on arrival to pay for or collect pre-paid tickets. All court bookings should be confirmed at this time.

For exercise classes customers may book up to 3 sessions in any one transaction.

For squash and badminton courts customers may book up to 2 consecutive

time slots (e.g. for squash you may book 9.00am and 9.40am consecutively, but not 9.00am, 9.40am and 10.20am consecutively).

For special hire or block bookings, it is necessary to consult the bookings team. Special conditions relating to the hire of facilities are detailed in a separate document.

## 6: BOOKING CANCELLATIONS

### For members and non-members:

More than 24 hours notice: no charge.

Less than 24 hours notice: full charge.

Non-attendance: full charge payable on next visit.

Arrears: the right of customers to book courts may be withheld if the account is in arrears.

If the booking is cancelled by Bracknell Leisure Centre a full refund will be given.

To cancel pre-paid bookings made online, please contact reception by telephone or in person. Otherwise, unpaid online bookings may be cancelled online.

## 7: COACHING

All coaching is controlled by Bracknell Leisure Centre. Any persons wishing to coach privately must obtain the permission of the management.

Any courses set up by Bracknell Leisure Centre will only run if there is sufficient demand: if a course has to be cancelled, an alternative course will be offered or a refund given.

No refunds are given for courses cancelled by the customer. In exceptional circumstances, credits may be available for long term absence through serious illness or injury (excluding NPLQ).

Apply in writing to the Centre Manager. Persons enrolled on a course are not guaranteed the same coach at every session and the site retains the right to alter where necessary.

## 8: CLOTHING

Members of the public are requested to wear clothing appropriate to their chosen activity on all occasions.

At no time on any court will bare tops be allowed and a shirt must be worn in all public areas. Correct, non-marking, sports shoes must be worn on all courts.

On the synthetic pitch only training shoes and specialist astroturf shoes will be allowed.

In the swimming pool, underwear and/or cut-off denims will not be allowed and any t-shirts to be worn must first receive permission of the Duty Officer. These must be clean, non-offensive and well fitting as oversized shirts can be dangerous in the water.

Members of the public are kindly requested to shower after an activity before using the bar or catering facilities.

## 9: LOST PROPERTY

Personal items such as underwear, socks, drinks bottles, makeup & combs are not kept.

Non valuable items are kept at reception for a period of one month. If not claimed, they are passed on to charity.

Valuable items including jewellery etc. are logged at reception and kept for a period of three months. These can only be reclaimed Monday to Friday 9:00am to 5:00pm. If not claimed, they are passed on to charity.