



# Bookings and Cancellations Policy

Oldham Community Leisure Ltd's (OCL) Bookings and Cancellations Policy is as follows:

## Bookings

- Bookings can be made 7 days in advance, from 9am. For example a class on a Wednesday night may be booked from 9am the previous Wednesday.
- Bookings can be made in person, by phone, or online via [www.oclactive.co.uk](http://www.oclactive.co.uk) and by clicking 'Booking Online' on the right hand side.
- Users will need their membership number to make a booking (number on their membership swipe card). If booking on line users will need to pre-register for this service.
- Casual users will also need to pre-register in order to make bookings.
- Classes cannot be booked for more than one person.
- Booking rights follow peak and off peak membership access rights.
- Payment must be made at the time of booking.
- Even if prebooked, members MUST report to Reception and ensure that there attendance is noted. Failure to do so may result in the member being classed as a 'No Show'.
- Customers with payments outstanding will NOT be permitted to book/attend activities until the outstanding payment has been cleared.

## Cancellations

- All booked activities may be cancelled up to 24 hours before the commencement of the activity.
- All customers failing to attend or provide the correct cancellation notice period for a pre-booked activity will be charged the full fee for the activity in question, and on a second occurrence may lose their advance booking rights for a period of three months. Repeat offenders may have their advance booking rights removed altogether.
- Members on a waiting list will be contacted in order of the list. If members are unavailable no message will be left. The next member will be contacted and the first to make contact will receive the place.
- Cancellations can be made by phone, or in person.

Please ask a member of staff if you have any queries about the above.