

SPORTSPARK TERMS & CONDITIONS OF USE

Admission to and use of the Sportspark is subject to the following Terms and Conditions

1. Persons behaving in a manner likely to disrupt the enjoyment of others may be asked to leave. No refunds will be given.
2. The Sportspark may refuse admission, suspend or cancel user cards where persons display inappropriate behavior or fraudulent use of cards.
3. The Sportspark reserves the right to amend or introduce any rules or price changes necessary to ensure the smooth running and financial viability of the facilities. At least 14 days notice will be displayed at Sportspark reception of any changes.
4. The Sportspark reserves the right to take advance bookings for facilities to cover competitions, courses or special events.
5. All bookings must be paid for in advance unless otherwise agreed by Sportspark management.
6. Bookings: SportsCard holders may book in person or by phone up to 14 days ahead for activities bookable at Reception. Bookings may be cancelled or moved subject to the provisions in Section 7. Non cardholders may only book in person, up to 7 days ahead and may not cancel or move bookings. The provisions in Section 7 do not apply to non cardholders. All bookings are subject to our **Facility Bookings Policy** which is displayed at Reception and on our web site.
7. Cancellations and transfers: No refunds are made even if bookings are transferred across time zones. Cancellations and transfers may only be made by SportsCard holders.

Bookings made through reception may be cancelled if you contact us by phone or in person before the Sportspark closes on the day previous to the start time. We regret we cannot accept requests for cancellation or transfer that are faxed, e-mailed or left on our answering service. The fees will be refunded less an administration charge of £2.

Bookings made by SportsCard holders may be moved to another vacancy within the next 14 days, if the request is made by phone or in person before the Sportspark closes on the day previous to the start time. An administration charge of £2 will be made. For group, block, event and conference bookings cancellation charges are as per the booking form and confirmation.
8. All children under the age of 16 must be accompanied by or under the supervision of an adult at an organised club, school or Sportspark session.
9. For safety reasons children under the age of 16 are not allowed in the Fitness Room unless permission has been given by the Director of Physical Education and Sport.
10. To benefit from SportsCard discounts or free entry to the Sportspark you must present your card at Reception when booking or paying. If the card is not produced the entry fee will be levied.
11. SportsCard holders must take part in any bookings made at the discounted rate otherwise the full price will be charged.
12. All Sportspark use is subject to availability of facilities. We reserve the right to close access for maintenance or special events without refund.
13. All bookings will be taken in accordance with our Facility Bookings Policy which is displayed at Reception and on our web site.
14. All applicants for SportsCards will be required to have a photograph taken for identification purposes.
15. SportsCards are individual to the person who has subscribed and are not transferable without the written permission of Sportspark. Cards may be withdrawn if used by any other person. Refunds will not be given for unused periods of any level of SportsCard.
16. Replacement cards will only be issued 48hrs after notification of loss and on payment of a fee of £3.
17. In line with the banking code for Direct Debits SportsCard holders may cancel their Direct Debits at anytime by writing to their Bank or Building Society. Customers are asked to send a copy to Sportspark. Customers who wish to upgrade or downgrade cards may obtain a mandate form at Reception.
18. Users of the Sportspark do so at their own risk and management will not accept responsibility for damage, accident or loss to vehicles or property.
19. Copies of the Terms and Conditions and all other policy statements are displayed at Reception and may be downloaded from our web site www.sportspark.co.uk

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