

South Lanarkshire Leisure and Culture

Cancellation policy

Important information

- Please note that all bookable activities run indefinitely and are subject to variation/cancellation during public/school holidays and unforeseen circumstances.

Sport and Physical Activity bookable activities include the following:

Creche
Fitness classes
Gym sessions
Patch Ice sessions
Pool sessions
ACE classes only*

- If you give 4 hours notice or more of a cancellation, your booking will be moved to another available time. If no suitable time is available, you will receive a full refund.
- If you fail to give 4 hours notice of a cancellation or do not turn up for a pre-booked class/session, you will not receive a refund for the lost booking. Members and Activage card holders will be charged a £2.50 fee. If you have an outstanding payment (say a £2.50 fee) you may be refused the booking or access to the class/session until you have paid the outstanding amount.
- If a customer, who has pre-booked their class/session and has not turned up for the class/session start time, their space may be given to a customer who is waiting.
- Names on the booking sheet are non transferable. Any customer arriving more than 5 minutes late may be refused entry depending on type of activity.
- We cannot always guarantee the coach/instructor mentioned will take the class/session due to sickness and holidays.
- All participants must register at reception / kiosk
- Spot checks will be carried out on a regular basis to ensure all customers are booked in.

*For ACE courses – If you fail to attend 2 weeks or more consecutively without notifying the site directly then your booking will be cancelled and you will not be automatically re- enrolled onto the following course.

Outdoor bookable activities include the following:

Golf

If you fail to give 1 hours notice of tee time cancellation thereafter the following charges will be applied:

£5.00 - 18 hole booking
£2.50 - 9 hole booking

Outdoor Sports Pitches

Block Bookings

All block booked pitches must be paid 7 days in advance (Except in extenuating circumstances). If you fail to make a payment your booking will be cancelled. Block bookers must give 7 days' notice of cancellation of a paid pitch to receive a refund. If you fail to give 7 day's notice you will not receive a refund for the lost booking. After 6 continuous weeks of cancellations or unpaid bookings, the whole block booking will be cancelled.

Casual Bookings:

All casual bookings must be paid at time of booking and will receive a refund if they give 24 hours notice of cancellation. If you fail to give 24 hour's notice you will not receive a refund for the lost booking.