



KA Leisure Online Booking Payments Terms and Conditions

Registration – Customers must register before using online bookings by completing and returning the registration form available on our website. By registering for online bookings you agree to abide by these terms and conditions and our 'fair use' policy.

Membership – KA Leisure Members will be able to book Gym and Fitness classes 7 days in advance. 'Pay as you Go' customers can book activities 6 days in advance.

Online Bookings – all online bookings must be paid, unpaid bookings will be removed from the system within 20 minutes of being made.

Cancellation - customers are advised to please cancel bookings (any time up until the activity is due to begin) to free up spaces for others. You can cancel bookings that haven't yet been paid for in the 20 minute booking time window. This can be done whether the booking was made online, by telephone or in person. **Pease note** – Refunds cannot be issued once bookings have been paid for (See Refunds item below)

Dishonoured Bookings – it is vital that membership inclusive activity bookings are cancelled by members who are unable to attend. Repeated failures to attend may result in the withdrawal of the right to book online or ultimately the right to book any activity in advance.

Refunds – KA Leisure will refund the cost of booking in full *if we are unable to provide the activity you have paid for*. Please do not make bookings online if you are unsure you are able to attend as we are unable to refund the cost of bookings you have already paid.

Confirmation – a confirmation email shall be sent to the members registered email address (see the 'Edit my details' page in the online bookings system to confirm / change this email address). Members are welcome to print this email but are not required to bring this with them when they attend the activity they have booked. The status of any booking can be checked on the 'manage my booking page'.

Ticket Collection – although you have paid in advance for your class you must collect your ticket at reception before proceeding to your activity.



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Fair Use Policy

By accepting the Terms of Use you agree to be bound by this policy. Please see below the terms for the fair use policy.

Why have a fair use policy? It's designed to make your experience when booking activities online a satisfactory one and maximise availability for all our members.

Am I likely to be affected by the fair use policy? If you don't book large numbers of classes or activities it's unlikely you will be affected by this policy. If you do, all we ask is that you do so considerately, by ensuring that you don't book more than a single one hour court hire per day and if booking fitness classes, that you only book classes that you are sure you are able to attend. Should something arise unexpectedly that will prevent you from attending a class, and you have a subscription that includes classes we ask that you cancel the booking as soon as possible.

What will happen if I make a lot of bookings or book and fail to arrive for an activity? If you only occasionally make large numbers of bookings we're unlikely to be concerned. Similarly if you fail to attend the class you have booked once or twice it shouldn't be a problem. If it's happening regularly we may have to charge you for bookings you fail to honour because we are unable to sell to other customers. If you are booking multiple courts at the same time or a single court for more than one hour a day we may monitor your usage and take additional action if required. Ultimately if you breach the terms of online bookings or of the fair use policy repeatedly, we may have to withdraw your online booking completely. With your support and goodwill we will work with you to avoid this.

A Better Life

KA Leisure is a trading name of North Ayrshire Leisure Limited

North Ayrshire Leisure Limited is a Company Limited by Guarantee No.202978 and a recognised Scottish Charity No.SC029780.
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