

## **BOOKING, CANCELLATION & REFUND POLICY (NON-MEMBERS, BOOKINGS & HIRE)**

This policy applies to all non-member bookings, facility hire, courses and activities. Membership-related matters are covered separately under our Membership Terms & Conditions.

### **1. CANCELLATION BY KINGS FITNESS & LEISURE**

- 1.1 Kings Fitness & Leisure reserves the right to refuse, cancel or amend any booking, activity or event prior to its commencement.
- 1.2 We may close or change facilities, activities or opening hours without notice where necessary (including for maintenance, safety, or events).
- 1.3 Where we cancel a booking or event, we will:
  - Offer a full refund or
  - Offer an alternative date, time or activity or
  - Provide a credit to your account
- 1.4 We are not responsible for any additional costs or losses incurred due to cancellation or changes.
- 1.5 Where cancellation is due to circumstances beyond our reasonable control (e.g. emergencies, staff shortages, external events), refunds are not guaranteed but may be offered at our discretion.

### **2. CANCELLATION BY THE CUSTOMER / HIRER**

- 2.1 For facility hire and event bookings:
  - More than 14 days' notice → no refund (unless otherwise agreed)
  - Less than 14 days' notice → full charge remains payable
- 2.2 For general bookings, classes and activities:
  - Bookings are non-refundable and non-transferable unless stated otherwise below
  - Failure to attend or late cancellation will result in loss of payment
- 2.3 We may, at our discretion, offer:
  - Transfer to another session
  - Credit for future use

### **3. MEDICAL CANCELLATIONS**

- 3.1 Refunds or credits may be considered where cancellation is due to medical reasons.
- 3.2 Requests must:
  - Be made in writing
  - Include appropriate supporting evidence (e.g. doctor's note)

3.3 Where approved:

- Refunds or account credits may be issued at our discretion

## **4. COURSES**

4.1 All courses must be paid in full at the time of booking.

4.2 Refunds or credits will not be issued for:

- Missed sessions
- Non-attendance
- Change of mind

## **5. JUNIOR ACTIVITIES & HOLIDAY CLUB**

5.1 All bookings must be paid in full at the time of booking.

5.2 Bookings are non-refundable except:

- Where cancellation is due to medical reasons (with evidence)

5.3 If we cancel a session, we will:

- Offer an alternative session **or**
- Provide a credit

5.4 Refunds are not guaranteed where cancellation is outside our control.

## **6. INDUCTIONS**

6.1 Payments are non-refundable once booked.

6.2 Sessions may be rescheduled with at least 24 hours' notice, subject to availability.

6.3 If we cancel a session, an alternative will be offered.

## **7. COURT HIRE & GROUP EXERCISE CLASSES**

### **Pay As You Go & Non-Members**

- Payment is required at booking
- Bookings are non-refundable and non-transferable

### **Inclusive Members (for reference)**

- Must cancel at least 1 hour before the session
- Late cancellations or non-attendance may result in account restrictions

## **8. RETAIL PURCHASES**

8.1 Items may be returned within 28 days with proof of purchase if:

- Unused, unworn and in original condition
- 8.2 Faulty items may be returned for a refund or exchange.
- 8.3 This does not affect your statutory rights.

## **9. GENERAL BOOKING TERMS**

- 9.1 All bookings must be paid for at the time of booking.
- 9.2 Customers must check in at reception prior to attendance.
- 9.3 Late arrival may result in refusal of entry.
- 9.4 Participation in activities is at your own risk. Customers should monitor their health and inform staff of any concerns.
- 9.5 We reserve the right to refuse admission at our discretion.
- 9.6 Failure to attend or cancel within required timeframes will result in loss of payment.
- 9.7 We reserve the right to amend this policy at any time.

**Last updated: April 2026**