

Centre Policies & Booking procedure

★The Member shall pay in full all fees relating to the booking before using the facilities.

★The Member/Hirer will give Ferndown Leisure Centre at least 48 hours of notice of cancellation. If notice is not received the Member at the Managers discretion will be responsible for the facility hire.

★The Member/Hirer shall observe any regulations made by Ferndown Leisure Centre relating to the use of the facilities and shall comply with the instructions of the Manager.

★The Member/Hirer shall ensure that the use of the facilities does not cause a nuisance, annoyance or disturbance.

★Members may book 8 days in advance from 7.00am by phone or in person.

★Ferndown Leisure Centre reserves the right to withdraw the use of a facility, at any time, if, in its opinion, it is unfit for use. The hire fee will be refunded or alternative dates offered, but Ferndown Leisure Centre accepts no liability for any other expenditure incurred or loss sustained by the Hirer. Ferndown Leisure Centre reserves the right to adjust the activity areas and times allocated to hirers to ensure the optimum use of facilities.

★The Member/Hirer shall adhere to the agreed booking times to ensure that subsequent users are not deprived of their full allotted time.

★Ferndown Leisure Centre reserves the right to alter its scale of charges at any time.

★The membership card remains the property of Ferndown Leisure Centre. Ferndown Leisure Centre reserves the right to retain the membership card

★Members and non-members under the age of 18 will not be allowed entry to the Centre after 7pm unless they are taking part in an activity or are accompanied by a responsible person over 18 years of age.

★Centre membership is not transferable and refunds will not be given.

★Casuals can book 7 days in advance but must pay at time of booking.

★Refunds for courses need to be put in writing to the General Manager and should be accompanied by a Doctors letter.

★Customers must pay outstanding court fees before further courts are booked. Booking privileges will be denied until debts are cleared.

★Members who have booked classes in advance must give at least 2 hours notice of cancellation. Members will be charged the non-member rate for the class if they fail to give 2 hours notice of cancellation.

★Casuals who have booked classes in advance must give at least 2 hours notice of cancellation or they will lose their payment.

★Membership cards must be shown at time of paying. Customers will be charged at non member rates if no membership card is produced.

★If membership card is lost a fee of £5 will be charged for replacement card

★Members can only reserve one court per membership per evening in advance.

★Customers must complete a booking sheet and terms of hire in advance for one off bookings and block bookings.

★If a customer damages a hire racket then the following charges will be levied £10 for a completely damaged racket, and £2 per string for broken strings.

★The Centre is a non smoking establishment.