

# Terms and Conditions Online Bookings

**Sport Aberdeen accepts activity bookings via a number of online booking platforms:**

- MySportAberdeen – Activity bookings, including fitness classes and indoor and outdoor tennis courts
- Clubspark – Padel Tennis Bookings
- BRS – Golf bookings
- Checkfront – Holiday Camps and single activity bookings

## **General online booking terms and conditions**

1. Memberships and the online booking service are not transferable and can only be used by the registered user to make their own bookings.
2. Online bookings may be made up to 8 days in advance by members and 3 days in advance by non-members.
3. Payment must be made at the time of booking.
4. Failure to arrive within 10 minutes of the start of a booked swimming session may result in the space being allocated to another customer.
5. Once a booking has been made and paid, refunds will only be issued if Sport Aberdeen has cancelled the booking. Such refunds will be made online to the same card that made the original payment.
6. Sport Aberdeen reserves the right at its discretion to withdraw access to the Online Booking system from any person(s) who misuses the system or who does not follow the Terms & Conditions.
7. Where necessary for operational reasons, the venue reserves the right, at its discretion, to relocate bookings to a reasonable alternative location within the booked venue.
8. Sport Aberdeen, its employees or agents do not accept any responsibility or liability for any loss or damage, such as loss of earnings, loss of income, loss of fee's, nor do they accept responsibility or liability for bookings being unavailable.
9. These conditions of use are subject to change at any time without notice. You must check these conditions of use at the time of booking.
10. If you make a booking and fail to attend, it may result in your booking privileges being removed.

## **MySportAberdeen additional terms and conditions**

1. Memberships and the online booking service are not transferable and can only be used by the registered user to make their own bookings.
2. Online bookings may be made up to 8 days in advance by members and 3 days in advance by non-members.

## **Additional conditions applicable to tennis and bowling bookings**

A tennis or bowling booking made online reserves the selected time but payment is only collected online for the fees of the player making the booking. The other players details must be provided on arrival at the venue reception and payment made for any applicable fees.

## **BRS Golf Bookings**

Golf bookings for “day 8” are released for advance booking at 0730hrs on “day 0” e.g. at 0730hrs on Friday for the Saturday of the following week.