

General Booking Policy

Booking

- All activity sessions (Fitness Classes, Court and Pitch Bookings) must be pre-booked and prepaid online via our online booking portal before you arrive at the venue.
- Only the following memberships can book facilities and/or activity sessions - Current Students, Staff, Alumni, Associate
- Casual Members (individuals who are Teesside University Students or Staff) may book facilities or fitness classes. However, in these instances a payment is required at the time of booking.
- All current members can book 6 days in advance, online, at the Olympia reception or by telephone.
- All court and pitch bookings are for a maximum of 1hr.
- You are required to check-in for **all** activities bookings at reception.
- You will need to arrive at the Olympia building 10 minutes before your allocated session start time, to allow for all participants to be checked in.
- Please do not enter a facility until your allocated booking time.
- On request, all members **must** produce their card or wristband on every visit, and should you repeatedly fail to do so you will be asked to leave the building.
- You are required to check-in for all fitness classes with the fitness class instructor at the start of the class.
- If you do not arrive for your booking within 10 minutes of the scheduled start time, your booking will be considered invalid and a non-arrival charge will be applied. At that point, it will be cancelled, and the slot will be made available for others to book.
- For Student members, once you have finished your Teesside University course you will no longer be classed as a student but will not have access to an Alumni Membership option until your graduation ceremony has taken place.

Payment

- Casual Members (pay per session) **must** make payment for a facilities or fitness class booking at the time of booking.
- Facilities and/or fitness class bookings for the following memberships require no payment as these are included in the membership price – Student Membership, Staff Membership, Alumni Membership, Associate Membership.
- Each individual using a booked sports facility is required to either:
 - Hold an appropriate membership that does not require casual payment (Student, Staff, Alumni, Associate)
 - Make a casual payment to use the facility as a casual member where the facility has been booked and paid for by another individual.

Booking Cancellation

- We encourage individuals to cancel their bookings if they are no longer able to attend. This may allow us to reallocate your place or the facility to another customer. Failure to cancel your booking and not attend the booking will result in a non-arrival charge credited to your account. This is detailed below for differing booking types.
- Failure to cancel will result in a **£1 non-arrival charge** being applied to your TUSC account. Your membership will then be in default and will restrict future access to the facilities or making further bookings, until the £1 non-arrival charge has been paid.
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Pay Per Session (casual members)

- Our cancellation policy stipulates pay-per-session customers must give **24 hours' notice** to cancel their place on an activity or for a fitness class.
- We do encourage you to still notify us after the required **24 hours' notice** period if you are unable to attend, as this may enable us to reallocate your place to another customer.
- Failure to cancel will result in a **£1 non-arrival charge** being applied to your TUSC account. Your membership will then be in default and will restrict future access to the facilities or making further bookings, until the £1 non-arrival charge has been paid.
- The account will be unlocked on receipt of payment which can be made via the 'My Debts' section in your online account or at reception.
- We advise casual users to cancel class bookings online via your online account as soon as possible, as this allows the 'notify me' action to be triggered via e-mail to let other members know spaces are available.
- Alternatively, all activity and fitness class bookings can be cancelled at reception. We do not accept any activity booking cancellations via email.
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Member (Student, Staff, Alumni, Associate)

- Our cancellation policy stipulates the members must give **30 minutes notice** to cancel their place for an activity or fitness class.
- We do encourage you to still notify us after the required **30 minutes notice** period if you are unable to attend, as this may enable us to reallocate your place to another customer.
- Failure to cancel will result in a **£1 non-arrival charge** being applied to your account. Your membership will then be in default and will restrict future access to the facilities or making further bookings, until the £1 non-arrival charge has been paid.
- The account will be unlocked on receipt of payment which can be made via the 'My Debts' section in your online account or at reception.

- We advise gym members to cancel class bookings online via your online account as soon as possible, as this allows the 'notify me' action to be triggered via e-mail to let other members know spaces are available.
- Alternatively, all activity and fitness class bookings can be cancelled at reception. We do not accept any activity booking cancellations via email.

Cleanliness and hygiene

- There will be hand sanitiser available on entry/exit to the venue and throughout the activity areas for you to use regularly during your visit.
- As with our staff, we politely request that all our customers uphold the highest possible hygiene standards.
- Cleaning stations are placed around the gym, we ask you to use these throughout your visit to clean equipment in the gym after use.

We operate a no card or wristband no entry policy.