

Online booking terms and conditions

The online booking service can be accessed [here](#).

The service is provided by North Tyneside Council. Use of the online booking service is governed by these terms and conditions.

By using the online booking service, you indicate that you accept the terms and conditions and you agree to abide by them. If you are not willing to accept these terms and conditions, please do not access or use the service.

1. General

The terms and conditions relating to this service should be viewed as an addition to those set out when applying for an easecard or Contours membership. Details can be found [here](#).

2. Access

This service is provided for easecard and Contours members only, (henceforth known as members). Access to the online booking service is permitted on a temporary basis, and North Tyneside Council reserves the right to withdraw or amend the service without notice. From time to time, access may be restricted to some or all parts of the service to registered users.

3. Registration

Members wishing to use the online booking service are required to complete the online registration.

3.1 Passwords

You are solely responsible for keeping your password confidential and you are responsible for all activity that occurs on your account. North Tyneside Council has the right to disable any user account at any time if in North Tyneside Council's opinion, you have failed to comply with these terms and conditions.

4. Online bookings

4.1 Booking places for exercise classes

All classes / activities have limited places available, so it is highly recommended that you book your place in advance. Bookings will become available to all registered members eight days in advance, in line with the start time of the class or activity. For example, booking for a 4.30pm class on Tuesday 9 March will become available on Monday 1 March, at 4.30pm.

Online bookings will be available between 6am and 10pm daily.

Members may only book one place per class or activity and this place is for their sole use. It is not transferable to another member or non-member. Not all of our activities may be available for booking online but can be booked by phone or in person at reception.

4.2 Attending your session

Once registered and booked online you must be in attendance ready to start the class or activity for the start time, (this would include organising any personal equipment you may need and ensuring this is set up as you require). Any later, and you may not be able to join as you will miss important safety guidance and warm up activity.

4.3 Cancelling a pre-booked place

Classes and activities booked online can be cancelled online if you have a Contours membership (as part of the Contours membership terms and conditions). This must be done at least one hour in advance of the start time. Those without a Contours membership who book using their easecard can only cancel their bookings in person or via telephone at the leisure centre. Refunds for cancelled bookings are not available via online booking service.

Failure to attend a session which has been pre-booked and not cancelled will result in a temporary suspension of your booking privileges. To reinstate access, please speak to reception or email: SLAdminmanagers@northtyneside.gov.uk

4.4 Booking and cancelling courts / sports halls

Bookings for badminton, table tennis and the sports hall can be made and paid for online with the same book ahead conditions listed in section 4.1. To cancel bookings for these activities, please give 24 hours' notice and contact the relevant site directly to receive a refund. Refunds for cancelled bookings are not available online.

5. Member communications

5.1 Auto-generated emails from North Tyneside Council

There are three instances where auto-generated emails will be sent to members:

- upon registration - an account activation link is sent to the email address provided at the time of registration
- upon completion of confirmation or payment for a booking - a link to a printable booking confirmation is sent to the email address provided at the time of registration; and
- when the user forgets their password - a re-activation link is sent to the email address provided at the time of registration

5.2 Other member communications

North Tyneside Council may contact you in relation to issues such as:

- problems with the online booking service
- advanced notification (where possible) of issues affecting your class bookings, e.g. venue changes, cancellations, closures; and
- changes to the advertised timetable

We will contact you regarding the above by email, telephone or via the notice messaging function in the online booking service. By signing up to use online bookings you agree that North Tyneside Council may communicate with you about these issues. You are advised to check your notices when you log in ahead of any bookings you may have.

5.3 Privacy notice

As part of your membership, we may gather information about you and your membership and contact you from time to time about our services and activities. Further information about this can be found in [our privacy notice on our website](#) which form part of these terms and conditions.

5.4 Members communicating with North Tyneside Council

Members wishing to communicate with North Tyneside Council regarding online bookings should contact the leisure centre their booking was made at, or email SLAdminmanagers@northtyneside.gov.uk.

Members should provide the following details which can be found on their booking confirmation:

- card number
- booking reference number
- class or activity; and
- date and time of booking

Members should not respond to the auto-generated emails outlined in the above section.

6. Disclaimer

The online booking service and its contents are for general information only and are provided "as is". North Tyneside Council make no warranties, representations, or undertakings about:

- any of the content of the site (including, without limitation, any as to the quality, accuracy, completeness or fitness for any particular purpose of such content), or
- any content of any other third-party website referred to or accessed by the hypertext link through the service.

We make no guarantees that the site is free from so called computer viruses. Please ensure your devices are protected.

7. Links

Any links to third party websites are for your convenience only. Such websites are operated and controlled by third parties and their inclusion does not imply any endorsement or approval by North Tyneside Council of the material on such websites.

8. Liability

North Tyneside Council accepts no liability for any claims, penalties, loss, or expenses arising from any reliance placed on the content of the site; the use or inability to use the site; the downloading of any materials from the site, or any unauthorised access to or alteration to the site.

9. Copyright

The content of the online booking service (including, but not limited to all text and artwork) is protected by copyright. The copyright is owned by North Tyneside Council or is otherwise licensed from a third party for use by North Tyneside Council.

You may view or download any part of the service for private purposes, but you are not permitted, without North Tyneside Councils permission, to:

- store the online booking service, or any part of it, for any other purpose
- print copies of the online booking service, or any part of it, for any other purpose; and
- reproduce, copy or transmit the online booking service in any way, for any other purpose or in any other medium

All other rights which are not specifically granted are reserved.

10. Changes

North Tyneside Council reserves the right to amend or replace these terms and conditions at any time. If North Tyneside Council makes any substantial changes, you will be notified via a notice on the online booking service.