

Sport and leisure

Online bookings system terms and conditions



North
Tyneside
Council

1	General
1.1	The online booking service (Leisure Hub) can be accessed directly at sportandleisure.northtyneside.gov.uk/online or via the North Tyneside Council website. Use of the site is governed by these terms and conditions.
1.2	The terms and conditions relating to this service should be viewed as an addition to those set out when applying for any easecard or Contours membership.
2.	Access, registration and security
	<p>This service is provided for members and guests (non-members). Access to the site is permitted on a temporary basis, and North Tyneside Council reserves the right to withdraw or amend the service on the site without notice. From time to time, access may be restricted to some parts of the site, or the entire site, to registered users.</p> <p>All users wishing to use the service are required to complete the online registration before using the service.</p> <p>You are solely responsible for keeping your account username and password confidential and you are responsible for all activity that occurs under your account. North Tyneside Council has the right to disable any user identification code or password at any time, if in North Tyneside Council's opinion, you have failed to comply with any of the provisions of these terms of use.</p>
3.	Online bookings
3.1	<p>Booking places</p> <p>All classes / sessions have limited places available, so it is highly recommended that you book your place in advance. Bookings will become available to all registered users of the service, eight days in advance, in line with the start time of the class. For example, booking for a 4.30pm Spinning class on Tuesday 9 March will become available on Monday 1 March at 4.30pm. Users may only book one place per class and this place is for their sole use. It is not transferable to another member or non-member. Not all our activities may be available for booking online but can be booked by phone or in person at reception.</p>
3.2	<p>Attending your session</p> <p>Once registered and booked online you must be in attendance at least five minutes before the class / session commences, any later and you may not be allowed to join in an activity / session that has already started.</p>

3.3	<p>Cancelling a pre-booked place</p> <p>As a Contours member, classes booked through this service can be cancelled online, however, as part of your Contours membership terms and conditions, this must be done at least one hour in advance of the activity start time. Customers without a Contours membership may cancel their activities in person or via telephone at the leisure centre. Refunds for cancelled bookings are not available via the website.</p> <p>Failure to attend a session which has been pre-booked and not cancelled will mean a temporary suspension of your booking privilege. To reinstate access, you will need to speak to reception or email SLAdminmanagers@northtyneside.gov.uk</p>
4.	Communications with registered users of the service
4.1	<p>Auto-generated emails from North Tyneside Council</p> <p>There are four instances where auto-generated emails will be sent to members:</p> <ul style="list-style-type: none"> - 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 - Upon completion of payment for a membership (easocard or Contours) discount easocard or Contours membership An autogenerated email confirming your purchase is sent to the email address provided - When the user forgets their password A re-activation link is sent to the email address provided at the time of registration <p>These emails will be generated from DoNotReply@northtyneside.gov.uk</p> <p>Users should not respond to these auto-generated emails.</p>
4.2	<p>Online bookings messaging service</p> <p>By signing up to this service you agree that North Tyneside Council may communicate with you about issues affecting your past, current or future class / membership and / or activity bookings via the notices site messaging service. You are advised to check your notices when you log into the site and ahead of any bookings you may have.</p>

	<p>North Tyneside Council may contact you with regards to issues such as:</p> <ul style="list-style-type: none"> - problems with the site or service - advanced notification, where possible, of works affecting either the site, service or the venue - class venue changes, cancellations, changes to advertised timetable, etc
4.3	<p>Users communicating with North Tyneside Council</p> <p>Registered users wishing to communicate with North Tyneside Council regarding booking payments made online should contact the leisure centre their booking is at or SLAdminmanagers@northtyneside.gov.uk</p> <p>Users wishing to communicate regarding their easecard or Contours membership should contact their preferred site of use.</p> <p>Users should provide the following details which can be found on their booking confirmation:</p> <ul style="list-style-type: none"> - member number - booking / payment reference number - class or activity - date and time of booking
5	Disclaimer
5.1	<p>The site and its contents are for general information only and are provided "as is". North Tyneside Council make no warranties, representations or undertakings about:</p> <ul style="list-style-type: none"> - 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 hypertext link through the site. <p>We make no guarantees that the site is free from so called computer viruses. It is strongly recommended that you check for such viruses before downloading.</p>
6	Links
	<p>Links to third party websites are for your convenience only. Websites are operated and controlled by third parties and their inclusion does not imply any endorsement or approval by North Tyneside Council.</p>
7	Liability
	<p>North Tyneside Council accepts no liability for any claims, penalties, loss or expenses arising from: any reliance placed on the content of the site;</p>

	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. This clause shall not exclude liability for death or personal injury caused by the negligence of North Tyneside Council.
8	Copyright
	<p>The content of the site (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.</p> <p>You may view or download any part of the site for private purposes, but you are not permitted, without North Tyneside Councils permission, to:</p> <ul style="list-style-type: none"> - store the site, or any part of the site, for any other purpose - print copies of the site, or any part of the site, for any other purpose - reproduce, copy or transmit the site, or any part of the site, in any way, for any other purpose or in any other medium <p>All other rights which are not specifically granted are reserved.</p>
9	Privacy statement
	By registering your details on this site, you give North Tyneside Council the authority to collect and retain information about you for the purpose of a database. Your information is used purely to enable your access to chosen activities as part of your user benefits. We will not pass on your information to any third parties.
10	Changes
	North Tyneside Council reserves the right to amend or replace the terms and conditions at any time. If North Tyneside Council, make any substantial changes you will be notified by posting a notice on the site.
<p>If you require further information about these terms and conditions or any Contours membership, please contact your preferred site.</p>	