

## re: 'No show' policy

Dear member,

We're writing to let you know that as from Monday 3 May we'll be trialling a new cancellations policy at the leisure centre – this will be in effect at all Wiltshire Council leisure centres, and has already been successfully rolled out at Devizes Leisure Centre and Springfield Community Campus.

We know, and fully understand, that sometimes life gets in the way and you're not able to attend a booking that you've made. Unfortunately, too often these bookings are not cancelled, and those spaces are not made available to other potential users.

This new policy will put a penalty of £3 against any booking for the gym, swimming or group exercise class, where a member has not turned up **AND** not cancelled either. Having this debt on your account will also prevent you from booking until it has been cleared.

For this trial period, until Monday 31 May, we will be waiving this fee so there will be no charge to you, but if you incur this penalty you will need to make contact with us to clear it, and you won't be able to book until you have done so.

From Tuesday 1 June, we will make this policy 'live' and any charges incurred through 'no shows' will need to be settled in order to make further bookings. Please note that we will use our discretion to waive a debt if the circumstances warrant doing so.

### Ways to cancel your booking

If you can't attend a session for any reason you will need to cancel that booking, free of charge, no later than 2 hours before the session where at all possible.

1. **Cancel online** - for any zero-cost booking this is the simplest and most effective way of cancelling for Life Zone, Fitness Zone, Swim Zone or Young Adult members and we would encourage you to use this method to be in control of your own bookings.
2. Phone the centre to cancel

3. If you can't get through on the phone, then you can email the centre directly to confirm your wish to cancel. Email addresses for all centres are at the bottom of this page.

## Cancelling online

For a step by step guide on how to cancel online - either using the desktop version or the mobile version, please visit our **webpage** and scroll to 'online booking'.

We won't operate a waiting list for any sessions – spaces will become available online on a first come, first serve basis whenever a cancellation in any given session is made.

We do hope you can appreciate that this policy is a positive thing for all members, hopefully creating less empty spaces in sessions that appeared to be full

Best wishes

Leisure Services

Wiltshire Council

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|---|---|
| Amesbury Sports and Community Centre    | amesburysportsandcommunitycentre@wiltshire.gov.uk |
| Calne Community Campus                  | Calne.leisurecentre@wiltshire.gov.uk              |
| Devizes Leisure Centre                  | Devizes.leisurecentre@wiltshire.gov.uk            |
| Durrington Swimming and Fitness Centre  | durringtonsp@wiltshire.gov.uk                     |
| Five Rivers Health and Wellbeing Centre | fiveivers@wiltshire.gov.uk                        |
| Marlborough Leisure Centre              | Marlborough.leisurecentre@wiltshire.gov.uk        |
| Nadder Centre                           | naddercentre@wiltshire.gov.uk                     |
| Springfield Community Campus            | springfieldcommunitycampus@wiltshire.gov.uk       |
| Tidworth Leisure Centre                 | Tidworth.leisurecentre@wiltshire.gov.uk           |
| The Vale Community Campus               | thevale@wiltshire.gov.uk                          |