

# The Sovereign Centre Policies

## Bookings Policy

### Terms and Conditions of Booking

- All bookings (for which a fee is applicable) should be paid for at the time of booking. In exceptional cases, payment within 48 hours may be permitted by the Centre Manager.
- Classes/activities may be cancelled up to 09.00hrs on the day of the class/activity.
- All customers failing to cancel a booking within the defined period, or failing to attend a pre-booked activity will be charged the full fee for the activity in question.
- Customers with payments outstanding will NOT be permitted to book/attend activities until the outstanding payment has been cleared.
- Booking customers cancelling in line with this cancellation policy will receive a credit which can be redeemed against future bookings.
- Cancellations can be made by phone, in person or online by logging in to your account.

**Please note all activity session bookings are non refundable. This includes Fun Pool Swim Sessions and tickets for the Aqua Challenge**

### Fun Pool Swim Session Attendance Policies and Guidance

- You will be given a coloured wristband to wear during your session time
- If you are booking a concessionary rate (60+, disabled, student) proof of eligibility may be required.
- Please only arrive 10/15 minutes before the start of the session. We cannot accommodate early arrivals and will have to ask you to wait outside if you are ahead of your allotted session.
- Please arrive for your session "beach ready" this means with your swimming costume on under your clothes.
- Please use the lockers provided and do not leave your belongings on the tables. Belongings left unattended will be removed.
- If you are spectating spaces will be limited and you may be asked to leave during peak times if seating is full
- Please follow our suitable swim wear guidance, family session ratio policy and Covid 19 guidance for using our centre which can be found on our website <https://www.eastbourneleisure.co.uk/faq>
- All belongs must be stored in the lockers provided, and cannot be left over railings or at tables
- The Sovereign Centre has a zero tolerance approach to verbal and physical behaviour. Any unacceptable behaviour will be taken very seriously and may result in the immediate ejection from the centre.
- Please note that photography and the recording of still and moving images of any kind is only allowed with the written authorisation of the centre management
- Please do not come to the centre if you feel unwell with any Covid-19 symptoms
- Babies must wear appropriate swim nappies
- Inform a lifeguard if you have any medical condition we should know about, and do not swim if you are feeling unwell
- If you or your child has had diarrhoea in the last 14 days, please do not use the swimming pool
- If you or your child has vomited in the last 24 hour, has a tummy upset or is suffering with a cold or virus, then please do not use the swimming pool
- Please follow the guidance of the lifeguards at all times

 *For the latest info visit...*  
[www.eastbourneleisure.co.uk](http://www.eastbourneleisure.co.uk)

**SOVEREIGN**  
 **centre**