

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.
- Full and half pitch bookings must be cancelled two days prior to the commencement of the booking.
- 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
- 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

SOVEREIGN
 **centre**