

Winter pool and leisure membership

8/11/23 - 29/2/24. Pool opening hours: Wednesday to Sunday 9.30am-5.30pm, Monday & Tuesday - Closed. Booking is essential and is exclusively available via our [website only](#), Booking available 7 days in advance. Please bring a passport sized photo with you for your pass.

1. Lead Customer Details

| | | | | |
|----------------------|----------------|-----------------------|---|---|
| Title | Surname | | | |
| First name | | Date of birth | / | / |
| Home address | | | | |
| Postcode | | Home telephone | | |
| Mobile number | | Email | | |

I do not wish to be contacted via email/text with special offers

2. Membership

Adult £80
Junior £45
age 4-15, under 4s free
Family £195
2 adults & 3 children

3. Total to pay

Total £

4. Additional Members

| | | | |
|-------------|----------------------|---|---|
| Name | Date of birth | / | / |
| Name | Date of birth | / | / |
| Name | Date of birth | / | / |
| Name | Date of birth | / | / |

5. Booking platform

Kindly be advised that our booking platform relies on a valid email address for proper functioning. Please double-check that your email address has been entered accurately.

'I have double checked my email address'

6. Agreement

'I have read & agree to the *Winter Pool Membership Terms & Conditions* on the following page'

7. Signature

| | | | |
|---------------------------|-------------|---|---|
| Customer signature | Date | / | / |
|---------------------------|-------------|---|---|

Office use only

Bookwhen

Paid

Passes issued

Membership no

Terms and conditions 2023-2024

Winter pool season terms and conditions

- **Pass display requirement:**

Members are required to prominently display their photographic passes for access to the facilities.

- **Pass sharing prohibition:**

Passes are strictly non-transferable and may not be shared with non-members. Any violation of this rule may result in the immediate revocation of membership.

- **Cancellation policy:**

To cancel a booking, members must contact us at 01395 568398. Failure to notify us of a cancellation will result in a strike against the member. Accumulation of three strikes may lead to the revocation of membership.

- **Booking procedure:**

All bookings must be made online. Telephone bookings will not be accommodated.

- **Non-refundable and non-transferrable:**

All bookings are final and non-refundable. They cannot be transferred to another individual or session.

- **Capacity adjustments:**

The management reserves the right to modify the maximum capacity for each session.

- **Emergency cancellations:**

In case of an emergency, the management reserves the right to cancel sessions. In such instances, a booking may be refunded or transferred, but travel expenses will not be reimbursed.

Next steps

Please **download a copy of this completed form and email it back as an attachment to info@ladrambay.co.uk. Where possible please can you attach your labelled photos to the email so we can make up your passes in advance.**