

Terms and conditions 2024-2025

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.

- **Transferring or cancelling a booking**

To transfer or cancel a booking, members must contact us at 01395 568398 with a minimum of one day's notice. If the phone lines are closed please email into info@ladrambay.co.uk with your booking details. 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.

- **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.**