



## Family Activity Booking In Policy & Procedure September 2009

We have a number of allocations set against all activities we provide.  
Our waiting lists are ever growing and we aim to give all an equal opportunity to attend.

- Booking forms returned will not follow the process of first come first served. We hopefully will give everyone their 1<sup>st</sup> choice of activity, regardless of what time the form is returned back to the centre.
- If you book on a block booking (1/5) please note this as your chosen 1<sup>st</sup> choice on each week of your activity bookings. Any other activities/sessions will be placed on the waiting list and you will be contacted when a place is available.
- If you have previously attended 3 block bookings of the same activity, and wish to book again we will place you on the waiting list. This enables all families the chance of attendance of the most popular sessions. Every 6 months we will review your booking status and clear any previous block booking history.
- Payments of activities are required in advance either in full or two equal payments. (any queries of payments please see a member of the team)

### *Collection of Timetable:*

- Our timetable is only available by collection, email and our website.

### *Return of Booking Form:*

- A visible Red Post Box will be available within the foyer area of the centre to post your booking requests through. Booking requests can be returned before allocated return date stated on the timetable. Your booking request forms can also be returned via email. Please note this applies to families that have registered their email address with us and receive our timetable this way. If you'd like a timetable via email please inform reception to update your details.

### *Collection of Booking Form:*

- Your booking form will be ready to collect on or after the allocated due date.  
Due to the demand of our services and the ever-growing waiting lists, any forms not collected by the allocated day will mean places been re-allocated to families on the waiting list.

All dates for the collection of the timetable the return of the booking forms & collection of the booking form will be stated on the timetable.

- If you are unable to attend any of your booked sessions please contact the centre as soon as possible. A policy of 3 no shows without a call will result in you being withdrawn from attending the remainder/next allocation of your bookings.

We have a Mobile Phone Text Cancellation Service. Please register your mobile number with us stating your name to 07976191032. You will be able to text us if you need to cancel an activity/session, we also then will be able to text you if unfortunately we've had to cancel a session/activity. Please note this mobile phone number is only to be used for texts regarding cancellations. You can contact Reception at any point via our centre telephone number.