

Fair Usage Policy for Activity Booking

At Gravesham Community Leisure Limited (GCLL), we strive to provide a fair and enjoyable experience for all our customers. To ensure equal access to our facilities and activities, we have implemented the following fair usage policy for Badminton, Pickle Ball, Basketball shooting practice, Squash, and Table Tennis sessions. This policy is in place to ensure that all customers have an opportunity to enjoy our facilities and activities.

1. Maximum Session Booking:

- A customer/member is allowed to book a maximum of 1 session/court for each of the following activities: Badminton, Pickle Ball, Basketball, Squash, and Table Tennis.

2. No Back-to-Back Bookings:

- To prevent monopolizing our facilities, customers are not allowed to book consecutive sessions for the same activity on the same day.
- This policy aims to promote fair usage and equal access for all our patrons.

3. Half Court Charges:

- 1/2 Court charges and, if applicable, non-member admission fees apply to non-full members participating with a full paying member for badminton, squash, and table tennis. Non-members must NOT out-number members when playing an activity without additional payment.

4. Cancellation Policy:

- Customers are encouraged to cancel bookings they no longer require as soon as possible to free up slots for others.
- For full members late cancellations (later than 1 hour before booking) or no-shows will result in a £5.50 late cancellation fee and booking restrictions. This is to discourage misuse of the booking system. Courts paid for in advance will not be refunded or credited.

5. Fair Play and Courtesy:

- We expect all customers to adhere to the principles of fair play and courtesy when using our facilities.
- Disruptive behaviour or attempts to manipulate the booking system may result in restrictions or temporary suspension of booking privileges.

6. Review and Amendments:

- GCLL reserves the right to review and amend this fair usage policy as needed to ensure a fair and enjoyable experience for all customers.
- Any changes to the policy will be communicated to customers in a timely manner.

By booking a session with GCLL, customers agree to comply with this fair usage policy. We appreciate your cooperation in making our facilities accessible to everyone.