

Data Protection - Guildford Spectrum conforms to the GDPR 2018 and other applicable European Union data protection legislation. To view our privacy policy, please click [here](#).

General Information - Bookings and Cancellations

- Members, Active Cardholders and Guests can book 14 days in advance. Bookings are non refundable
- Only zero value bookings, created online, can be cancelled online
- Tickets must be collected on the day of the activity only, to verify your attendance.
- Active Card points are now being awarded for these site bookings. All member Active Card Points will be awarded within your monthly Direct Debit payment, non members but still Active Cardholders will be awarded in monthly arrears for online booking(s) placed on this site.
- Applicable activities and classes cannot be redeemed online using Active Card points. Points can only be redeemed when booking by phone on 01483 443322 or when booking in person at Main Reception or Customer Services.
- Members cannot book 2 separate activities that take place at the same time. These bookings can be cancelled without prior notice.
- A maximum of 3 classes per day can be booked Current Membership Customers.

Members Cancellation Policy

- Cancellation must be completed before the start of the booked session.
- If cancellation is not completed or a booked session is not attended by the member, the full casual fee for the booked session may be charged to the member.

Active Cardholders, Non Members and Casual Users – Class Cancellation Policy

- Cancellation must be completed 24 hours in advance to receive a credit transfer to another session of the same value.
- No credits or transfers can be offered if a cancellation is completed on the same day of booking.
- Bookings are non refundable.
- Requests for credit must be made a minimum of 24 hours in advance by calling 01483 443322 or in person at Main Reception. Guildford Spectrum Leisure Complex www.guildfordspectrum.co.uk
- We will endeavour to ensure activity areas and facilities are operational and available for use. However, in circumstances where it is not possible to maintain services, we reserve the right to cancel the sessions. Any places booked and paid for will receive a credit transfer to another session of the same value.