



Bookings and Attendance

- No member will be permitted to attend NL Leisure venues, make bookings or register for a Direct Debit of any kind with existing outstanding balances on their account. Ex Members found to be using alternative personal details in order to avoid outstanding fees may be prevented from making future bookings.
- NL Leisure reserves the right to refuse entry to facilities where unpaid fees exist on the members account.
- Fees must be paid at the time of booking. Bookings will not be accepted without payment.
- Bookings are not permitted unless attached to a member record. All customers must provide their name, address, D.O.B and contact number and/or e-mail address for their booking record.

Serial Lets

- All lets must be paid a minimum of 7 days in advance of the booking.
- NL Leisure reserves the right to cancel unpaid bookings 5 days in advance. Notification will be provided via e-mail or telephone
- Invoiced lets must be paid in full in advance of first attendance.

Direct Debits

- All DD Fees must be paid according to the terms and conditions of the contract. Additional charges may apply if a membership is not cancelled according to these T&C
- NL Leisure will reapply for unpaid direct debits where possible within 14 days. If it is not possible to reapply NL Leisure will notify the member by telephone/letter of the balance.
- A further written reminder will be issued to all outstanding fees after 30 days.
- Any fees not paid within 60 days of the original due date may be referred for debt management.

Entry

- Where a member has unpaid membership fees and no payment arrangements are in place this must be settled before using NL Leisure venues.
- Active members will be permitted up to 1 attendance with unpaid balances, this will be recorded on the member's record thereafter entry will not be permitted until the balance is paid.