

# Hampstead Heath Swimming

## Booking Terms and Conditions

### **1. About These Terms**

- 1.1. These terms apply to tickets for swimming sessions booked online.
- 1.2. Bookings are made through the Xn Leisure management system.
- 1.3. Swimming services are provided by the City of London Corporation and are subject to these terms and to operational arrangements and staff instructions in place at the time.

### **2. What a Booking Is**

- 2.1. A booking reserves access to a specific swimming session on a specific date and time at a named venue.
- 2.2. Bookings are session-specific and cannot be transferred to another session without cancellation and re-booking.
- 2.3. A booking may contain multiple tickets.

### **3. Who Can Be Included in a Booking**

- 3.1. Bookings may be made for the account holder and for other swimmers.
- 3.2. The person making the booking is responsible for payment, cancellations, and changes to the booking.
- 3.3. Each swimmer is responsible for their own conduct and compliance with instructions while on site.

### **4. Season Tickets and Bookings**

- 4.1. Season Ticket holders do not have any additional rights or priority for bookings compared to non-Season Ticket holders.
- 4.2. Booking limits apply equally to all swimmers, including Season Ticket holders.

### **5. Booking Limits**

- 5.1. The booking system applies limits to the number and type of tickets that can be purchased for each session.
- 5.2. Swimmers are expected to use the booking system fairly and considerately, particularly during periods of high demand when sessions are likely to sell out. This includes limiting bookings so that access can be shared between swimmers.
- 5.3. We reserve the right to restrict, cancel, or refuse bookings where use of the booking system is considered excessive or inconsistent with these terms.
- 5.4. Current booking arrangements are published in the booking system and on the swimming website and may change from time to time.

## **6. Entry to Booked Sessions**

- 6.1. Entry to a booked session is via a QR code or digital ticket generated by the booking system.
- 6.2. Tickets must be presented on arrival, either digitally or in printed form.

## **7. Late Arrivals**

- 7.1. At the Bathing Ponds, swimmers will be admitted no later than 10 minutes before the end of their booked session.
- 7.2. At Parliament Hill Lido, swimmers will be admitted no later than 30 minutes before the end of their booked session.
- 7.3. Swimmers admitted near the end of a session will not be entitled to additional time in the water.

## **8. Cancellations by the Customer**

- 8.1. Bookings may be cancelled up to a stated cut-off time.
- 8.2. The cancellation cut-off time is published in the booking system and on the swimming website.
- 8.3. Where a booking is cancelled within the permitted timeframe:
  - 8.3.1. paid tickets will be refunded less transaction fees; and
  - 8.3.2. free-of-charge tickets will lapse automatically.

## **9. No-Shows**

- 9.1. No refunds will be given where a swimmer does not attend a booked session.
- 9.2. No-shows may be monitored.
- 9.3. We reserve the right to introduce restrictions or penalties for no-shows in the future.

## **10. Cancellations or Changes by Us**

- 10.1. If a swimming venue closes entirely for the day, paid tickets will be refunded and free-of-charge tickets will lapse automatically.
- 10.2. Temporary interruptions to swimming sessions, including those caused by weather, do not give rise to a refund where the venue remains open.
- 10.3. Following a weather-related interruption, swimmers will be offered the next available session on the same day, and no refund will be given.

## **11. Changes to Bookings**

- 11.1. Bookings cannot be amended.
- 11.2. To attend a different session, the original booking must be cancelled and a new booking made, subject to availability.

## **12. General**

12.1. Bookings are subject to availability and operational requirements.

12.2. Misuse of the booking system or failure to comply with these terms may result in bookings being cancelled or access being restricted.