Ceredigion Actif Terms and Conditions

# Bookings

1. Pre-Booking for activities will be on a first come basis. A waiting list will be in operation once activities are full.
2. Bookings are not transferrable between customers.
3. Customers must check in for all pre booked activities.
4. Pricing will be determined by the activity and/or the activity space required.
5. Ceredigion County Council (“the council”) reserves the right to refuse bookings and shall not be liable for any resulting loss to a prospective hirer.

# Cancellation Policy

1. Any facility bookings cancelled with less than 24hrs notice may result in the full hire fee being charged.
2. The Council reserves the right to cancel a booking by giving notice to the hirer at any time and shall return to the hirer any monies paid but shall not be liable for any loss sustained as a result of the cancellation.

# No Shows

1. Customers who do not turn up for 3 pre booked activities will have their pre-booking suspended for a month.

# Swimming

1. No child under the age of 8 years to be admitted to a swimming pool unless accompanied by a responsible adult.
2. A Responsible adult is defined as someone aged 16 years or older, capable of supervising the child in a competent manner.
3. Where children under the age of 8 years old are accompanied by a responsible adult, a maximum number of TWO children per adult is permitted.
4. This ratio is maintained irrespective of the number of children under 8 years old wishing to swim (i.e., 4 children: 2 adults, 6 children: 3 adults)

# Soft Play

1. Children must be always supervised by a responsible adult whilst using the soft play facilities.
2. A Responsible adult is defined as someone aged 16 years or older, capable of supervising the child in a competent manner.

# Inappropriate Behaviour

1. Inappropriate behaviour towards other users and staff will not be tolerated and will be dealt with appropriately.
2. Any damage to equipment and facilities will be dealt with appropriate.