

Booking Terms & Conditions

48 Hours cancellation notice is required for a full refund. Cancellations at short notice [less than 48 hours] may be considered & refunded if the slot can be re-booked. During the current coronavirus pandemic we will consider all requests for cancellations at short notice sympathetically on a case by case basis.

PLEASE NOTE: All reservations are subject to change and can be cancelled or rearranged by Pool Management if H.M.Government guidance on the use of swimming pools during the Coronavirus pandemic changes.

Our sauna is currently switched off due to the Government restrictions on the operations of saunas and steam rooms. We will advise when we can safely reopen the facility.

1. Bookings are taken online on our website: www.arklebyleisure.co.uk or via our Facebook page @arklebyleisure and using the book now button. We will consider bookings from anyone requiring a regular slot for the same day & time either: every week, every two weeks or every four weeks, please contact Pool Admin on 07388080009 to discuss your requirements.
2. Full payment is taken at time of booking, our payment system takes all major credit and debit cards. We cannot accept cash for single, ad hoc bookings.
3. Cancellations are at management discretion, and in any case 48 hours notice of a proposed cancellation is required to enable the advertising of an available slot.
4. The pool is unmanned and there is no lifeguard present, therefore children under 18 years of age are the sole responsibility of the adult who accompanies them. Under no circumstances will bookings be taken from anybody under 18 years of age. We reserve the right to cancel bookings we suspect of being made by anyone under 18.
5. Arkleby Leisure publish the Pool Rules on their website, and a copy can be obtained by emailing arklebyleisure@gmail.com. These rules must be observed while using the Pool.
6. For the benefit of other users-
 - a. Please shower before and after using the pool and hot tub.
 - b. Please leave the changing rooms as you would expect to find them.
 - c. Please do not use the hot tub if your are using any "fake tan" products.
7. In case of the fire alarm sounding please vacate the building by the fire exit signs.
8. For the safety and security of our Customers the pool building is remotely monitored by a number of CCTV cameras, the images recorded are only retrieved to resolve disputes from Customers or any security issues. By using our website to book a slot in the Pool, Customers acknowledge that Arkleby Leisure are recording activity in the Pool.
9. Should you have any problems during your session or find things are not as you would expect to find them please telephone 07388080009. We cannot put right any problems we are not aware of.

If you have any questions about your booking or if you need any further information please contact Jo or Neil in Pool Admin or 07388080009, email us at arklebyleisure@gmail.com or message us on our Facebook page @arklebyleisure.