

Listening to your feedback

Waiting Lists

We know from your feedback that our waiting list system could be improved. Whilst we find a better solution we have removed all waiting lists and members are encouraged to monitor the LED Leisure App and pick up spaces as they arise.

In principle, waiting lists should allow members to be able to join full classes if spaces become available. Unfortunately this is not always the case and as a result spaces in popular classes often go unused. In addition, unless those on waiting lists who no longer want to attend a class actively remove themselves, any vacant spaces might not be taken. This system was impractical for those unable to access their emails freely and frustrating for both members and instructors alike.

We do not have the resources to consistently manually manage waiting lists and as members increasingly use the LED mobile App and online service to book and cancel activities and view available spaces, it was felt that removing waiting lists would be a preferable option whilst we seek an improved and fully automated version.

Late cancellations

Our original booking terms and conditions required members to provide at least one hour's notice of cancellation for an activity. Based on your feedback, an hour is not enough to be able to take advantage of these spaces. The late cancellation period has therefore been extended to four hours.

If you are booked onto an activity and can no longer attend, it can be cancelled online, via the LED Leisure App or by calling the centre up to four hours prior to the start time.

Late cancellations will be subject to our '3 strike policy'. This policy allows for emergencies and unavoidable reasons for late cancellation by only impacting members with three strikes in a month. Please refer to the LED Booking terms and Conditions for full details.