

Dear Customer

I hope you're well and have enjoyed returning to indoor exercise.

Today I would like to outline how you can book and pay for activities.

Activity timetables are now available to view on the Active Leeds website and App, but before you can book a session, you must be registered to access our online booking platform.

If you're not already registered you can follow the simple steps from the booking platform. Once registered you will be able to book your session straight away.

We have also created a step by step instructions guide on creating your bookings account here:

<https://active.leeds.gov.uk/Documents/Update%20your%20details%20step%20by%20step%20guide.pdf>

Can I just remind you of some points when booking and paying for activities:

- Activities can be booked up to 9 days in advance.
- Book sessions you know you're going to attend and if you can't attend, please provide 24 hours cancellation notice, so others can book that activity. Demand may be high, so please respect your fellow customers.
- If you take advantage of the reduced monthly membership, penalty charges will be applied if you fail to attend a session

If you need more information, then visit the Active Leeds website or App. Here you can check out the new timetables and you can also view our Welcome Back video which shows you how your visit will change with new social distancing and cleaning guidelines in place.

It's great to see so many of you returning to Active Leeds over the past few months. We're ready to welcome you back, but should you have any questions or comments please ask a member of staff or get in touch on any of our social channels.

Kind regards

Mark Allman

Head of Active Leeds