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**Booking Information**

1. **Creating Your Membership**

* Register your individual membership or all persons in a Household Membership by visiting the online booking section at www.theleisureplex.com.
* Relevant details for all persons within a particular membership should be recorded including email addresses. Every member will require an email address.
* If you or a child within a membership doesn’t have an email address then we would advise that one be created for purposes of making an online booking.
* If you don’t wish to create an email address for a child then to make an online booking for this persons you will need to enter an invalid email address. This can be done by entering the numbers below the barcode on the relevant membership card followed by .com. For example LACxxxxxxx.com

You will not receive any email booking confirmations when using an invalid email address.

1. **Booking Your Activity or Class**

**Leisure Pool at the Lagan Valley LeisurePlex**

* Each member can book a maximum of 1 session (90 minutes) per day up to 14 days in advance (subject to Pool Admissions Policy)
* Sessions can be booked via the Book Online booking section at [www.theleisureplex.com](http://www.theleisureplex.com) or via the homepage of your particular membership account.
* Leisure Pool bookings are made through the Activity Tickets/Browse Tickets section on your “My Home” personal membership homepage.
* Members may also arrive for a session without making an advance booking although this will be subject to waiting times and sessions potentially being sold out.

***Mission Inflatable* Sessions at the Lagan Valley LeisurePlex**

* Each member can book a maximum of 1 session per day up to 14 days in advance (subject to Pool Child Admissions Policy and Age Restrictions for *Mission Inflatable*)
* Sessions can be booked via the Book Online booking section at [www.theleisureplex.com](http://www.theleisureplex.com) or via the homepage of your particular membership account.
* *Mission Inflatable* bookings are made through the Activity Tickets/Browse tickets section on your “My Home” personal membership homepage.
* Members may also arrive for a session without making an advance booking although this will be subject to waiting times and sessions potentially being sold out.

**Competition Pool at the Lagan Valley LeisurePlex**

* There is no need to make an advance booking for the competition pool simply present your membership card at the reception desk in advance of your session
* All sessions in the Competition Pool are subject to the Pool Child Admissions Policy.
* Public swim times are available by visiting www.theleisureplex.com

**Adult Exercise and Relaxation Classes**

* These can be booked up to 7 days in advance through your “My Home” personal membership homepage or by visiting the Book Online Section of [www.theleisureplex.com](http://www.theleisureplex.com)
* There is no limit to the number of classes which may be booked however all places will be allocated on a first come, first served basis.
* Members can also book classes via the reception desk at each facility.

**Child Exercise and Sports Classes**

* These can be booked up to 7 days in advance through your “My Home” personal membership homepage (Bookings / Make a Booking section) or by visiting the Book Online Section at [www.theleisureplex.com](http://www.theleisureplex.com)
* Some classes may feature under the heading *Courses*
* Classes will be subject to age restrictions.
* There is no limit to the number of classes which may be booked however all places will be allocated on a first come, first served basis.
* Members can also book classes via the reception desk at each facility.

**Badminton, Squash and Pickleball**

* Courts can be booked up to 7 days in advance through your “My Home” personal membership homepage or by visiting the Book Online Section of [www.theleisureplex.com](http://www.theleisureplex.com) (Bookings / Make a Booking section)
* A maximum of 1 court (1 hour or squash 40 minutes) is available per membership per day (a Household Membership is defined as 1 membership).
* Courts can also be booked via reception desks at each facility subject to availability.

**Dundonald International Ice Bowl**

**Public Ice Skating Sessions**

* There is no need to advance book these sessions simply turn up and present your membership cards at the main reception desk. There are no hire charge for skates.
* Public Ice Skating times are available by visiting [www.theicebowl.com](http://www.theicebowl.com).

**Tenpin Bowling**

* A maximum of 2 tenpin games per day are available per membership (A Household Membership = 1 membership). Sessions can be booked up to 14 days in advance.
* Tenpin bowling sessions can be booked by phoning 028 9080 9102 and quoting the number below the barcode on your membership card.
* All tenpin bowling sessions are subject to availability/demand.
* Tenpin bowling opening times are available by visiting www.theicebowl.com

**Indiana Land**

* There is no need to make an advance booking for Indiana Land simply turn up and present your membership card at the main reception desk.
* Children using Indiana Land must be under 12 years.
* For opening times, please visit www.theicebowl.com

**3. Future Improvements**

* Over the coming weeks we will be working towards improving upon the service we provide to members through the introduction of a *Vitality Membership App* and the introduction of membership booking kiosks at the Lagan Valley LeisurePlex, Dundonald International Ice Bowl and Lough Moss Leisure Centre.
* We will also be reviewing our Vitality membership booking software in order to make it more convenient for members to book services.