

Cancellations & Refund Policy

Pay-as-you-go Bookings

Pay-as-you-go bookings must be paid for at the time of booking and are non-refundable.

We will allow you to move a casual booking either in person or by telephone as long as you give at least 6 hours' notice and it matches the activity that was originally booked.

MORE4life Memberships

Memberships are non-refundable or transferable. You can cancel your membership at any time by writing to us at more4life@srt.org.uk, to notify us of your intention to cancel. There is no charge for cancelling.

If you book an activity and wish to cancel, you can cancel up to 6 hours' before the activity start time with no penalty fee. You can do so online via your online account, at reception or via our SRT app.

If you cancel within the 6 hours' before the activity start time a late cancellation fee of £2.00 will automatically be added to your account resulting in your account being blocked, meaning that you won't be able to make any further bookings or access an activity area until this late payment fee is paid. The same charge will also apply to no shows. Your late cancellation fee can be paid via your online account basket at www.srt.org.uk or at reception. Please only book an activity if you are confident you can attend.

Clickimin now operates a secure door control system to eliminate unauthorised access. Members must present their membership leisure pass (card, key fob, sticker or wristband) on every visit. Not having your leisure pass may result in you being denied access to your booked activity.

Refunds

Refunds will only be made in exceptional circumstances at the discretion of Shetland Recreational Trust. If you wish to discuss the reason for cancellation please contact us by telephone.