FAQ's

1) How do I log onto the system?

   You will require your card number which is on your membership card to be able to register with the online site.

2) I have forgotten my password how do I change it?

   You can click the forgotten password link on the login page to request a link, or speak to one of the staff at USSC to get this reset.

3) Can I book my friend a place on a class who is not a member?

   Yes however you will have to make sure you are not logged in and book them onto a class as a non-member, paying for the class at the time of booking. Non-members can only book 3 days in advance.

4) I would like to book my child onto a course can I do this?

   Yes.

   If they are a member of the centre you will require their card number

   If they do not hold a membership with us you will have to book their place as a non-member making sure you are not logged on when booking the space, and completing their details as an anonymous member.

   Payment for courses will be required at the time of booking.

5) Can I book Table Tennis in an alternative room?

   Table tennis maybe available in an alternative room, please contact Reception if time and day is not shown online.

6) I booked a court/class online but can no longer make it how do I cancel?

   You are only able to cancel bookings at Reception by calling 01572 820830 or on a visit to the Centre.

7) How far in advance can I book online?

   The regular booking rights apply in that members can book 7 days in advance, non-members 3 days in advance and Leisure card holders 5 days in advance. Spinning classes are an exception to this and can be booked 7 days in advance for all.

8) What activities can I book online?

   Classes, courses and racket courts can be booked online. All other activity must be booked at reception or over the phone on 01572820830. *Prior assessments are required for swimming lessons and therefore can only be booked directly with the Centre.*

9) I am a member and when booking activity on line it is charging me?
   Contact reception on 01572 820830