



## **GSLA ONLINE BOOKING SYSTEM REGULATIONS.**

### **Registration and Use of GSLA Facilities**

GSLA Facilities are available for public use, subject to proof of residency or a proof that you're in active employment in Gibraltar. All Service Users must present their Gibraltar Identification Card or a utility bill that is under their name as proof of residence or proof of an active work contract or work permit as evidence of employment within Gibraltar, to register for our GSLA online booking system. Please note that if a work permit or utility bill is used for registration purposes your registration will be reviewed on a periodic basis and a notification to update your account will be received via email.

### **Youth Public User Restrictions**

Users under the age of 16 are required to register as a *Youth Public User* and do not have access to make bookings. *Adult Public Users* will be required to make all bookings for *Youth Public Users* and be in attendance throughout the entirety of the booking. Age verification checks will be carried out during the verification of accounts and by random spot checks by GSLA staff.

### **Youth Public Users Turning 16**

It is the responsibility of the user to inform the GSLA by emailing [booking@gsla.gi](mailto:booking@gsla.gi) to have their profile amended from a *Youth Public User* to an *Adult Public User* profile with booking rights on their 16th birthday.

### **Booking Quota**

Users are restricted to one booking per sport per day. Misuse and/or abuse of the system will be strictly monitored.

### **Booking Procedure**

All users participating in an activity must have a registered and verified account with the exception of Guest Users. Bookings for all activities can be made up to 48 hours prior to the start time of the allocation. The booking holder is required to provide the names of the other members participating in order to secure a booking. This varies depending on the activity booked:

- **Squash** –1 additional verified user or 1 guest (optional).
- **Tennis** - A minimum of 1 additional verified user or 1 guest, and a maximum of 3 verified users.
- **Padel** – A minimum of an additional 2 verified users with one guest or 3 verified users.
- **5 A-Side** - An additional 5 verified users.

### **Booking With Guests**

Users may book an activity with a 'Guest'. A 'Guest' is defined as a close relative or friend who will be accompanying the user as a one off and therefore is not required to make an account with us. Each verified user will be granted 10 'Guest' tickets per year so please endeavour to insert a verified user with all your bookings when possible. The name of your 'Guest' will be required upon booking and will be strictly monitored.



### **Booking Cancellation**

We request that users cancel all bookings that they can't attend in order to free up the allocation for other users. Non-cancellation of bookings will affect your booking quota. Non-cancellation of bookings will be flagged up and persistent no-shows may result in suspension of your account.

### **Consecutive Bookings and Not Adding Correct Users To The Allocation**

Consecutive/ 'Double' bookings are not permitted through the booking system. GSLA staff will be monitoring allocations to ensure that those present during the allocation reflect the individuals who are registered to the booking. Misuse and/or abuse will be strictly monitored and the user/s will be notified via email.

### **Account Validity**

Accounts will remain active online with the expiry date of the documents submitted as proof of residency or employment within Gibraltar. Accounts will temporarily be frozen thereafter until the user has submitted a copy of their renewed ID or documents to [booking@gsia.gi](mailto:booking@gsia.gi).

Please note it is the responsibility of the user to submit a copy of their renewed ID prior to its expiry date to avoid uninterrupted access of the online booking system.

### **Climbing Wall**

The climbing wall can be booked out by users who maintain an up to date climbing qualification. An initial email to [booking@gsia.gi](mailto:booking@gsia.gi) with proof of their qualification will activate their eligibility to book. Once the qualification has been verified, this user can obtain allocations by requesting them via the aforementioned email address and awaiting confirmation by the administrator to secure the booking.

### **Profile Picture**

Profile Picture must be upload as this will be used to identify the User. Users must ensure that any profile picture uploaded represents the individual associated with that account and does not contain other individuals please refrain from using photos with sunglasses

### **Misuse of our Booking Platform and Noncompliance Of Rules**

Any persistent misuse of our Booking Platform and continued noncompliance of rules and regulations will result in account suspension. Please note that the use of our facilities are closely monitored by the GSLA Team and any reported occurrence will be brought to the user's attention and an investigation into the misuse or noncompliance will be undertaken. The User will receive a warning and their account may be suspended. Persistent occurrences of the same nature will result in direct suspension. Length of suspension will be subject to the gravity of the situation. The User/s will be notified via email accordingly.

### **Data Protection**

Under the Gibraltar Data Act 2004 and Gibraltar Data Protection Regulation (GDPR), the Gibraltar Sports and Leisure Authority, reserves the right to collect, store and process a Service Users personal data in so far as it is relevant to their registration and use of our online booking platforms. Their personal details will remain on file for as long as administratively necessary and then will be destroyed. All personal information held will be processed in accordance with GDPR.



Please note that we will only disclose personal information contained in this form in the following circumstances: -

- If we are required to do so by any court order, or by law.
- If we need to verify details (for administrative purposes) with another Government Department

By requesting to join our online booking platform the Service User hereby gives consent to the collection, storage and processing of their personal details in connection with their registration and as outlined above. The Service User must confirm that to the best of their knowledge. Any false or misleading statements or withholding of information, may result in the cancellation of the registration.

Please note that all users must abide by GSLA Rules and Regulations when using our premises. If there is any reported of inappropriate behaviour or improper use of GSLA facilities GSLA may investigate this further and appropriate action under our Expulsion and Banning Policy.

#### **Contact Us**

For all enquiries and support related to your booking profile or any booking related matters please contact [booking@gsla.gi](mailto:booking@gsla.gi)