

Pool Booking FAQs

1. What is the difference between an Off-Peak Swimming Session & Leisure Pool Swimming Session?

- A. Our Off-Peak Swimming Sessions are our quieter times. The main pool area and children's splash pool are open during off peak sessions, however the Flumes and River Rapids are **NOT** in operation. During one of our Leisure Pool Sessions, everything will be open and available during your session.

2. How do I book if I am an Xcite member or registered previously?

- A. If you are an Xcite member or have registered previously, please click on the following [link](#) or log in with your email and password.

If anyone other than the person making the booking in the booking party is an existing member, they must be booked in using their own member details.

If you are new to booking with us, please click on the following [link](#) and enter in your details to get started.

3. How far in advance can I book?

- A. Bookings can be made 1 week in advance or 8 days in advance for our Xcite Active+ and Xcite Wellness memberships. Bookings made face to face at reception can book 5 days in advance. 'Walk in' customers on the day can also book at reception, however to avoid disappointment we would recommend booking in advance.

4. Can I book over the telephone?

- A. Customers must be registered and online if they wish to use the 'advanced booking' system. Staff are unable to register customers over the phone. Please click [here](#) to register.

5. Can I arrive late to my allocated time?

- A. You can, however if you arrive later than 20 minutes into the booked session, it may result in a session being unavailable and no refund will be provided. All sessions will end 1 hour after the start time and no time extension can be made due to pool numbers.

6. Do I receive a refund if I don't show for any reason?

- A. Any cancellation made 24 hours or more in advance will receive a refund. Cancellations made with less than 24 hours' notice will still be charged. Members can cancel a session by logging into their [account](#) and manage their booking. Any cancellation for non-members will need to be processed by a member of the Xcite Team. There is no automatic refund of the value. To request a refund, please contact Xcite Livingston on 01506 237 970.

7. Can I book swimming for 2 hours?

- A. Each session is 1 hour maximum, However, If you wish to book 2 slots in the pool you can, but you will be charged for both sessions and will need to notify reception on arrival.

8. How many is considered a 'Group booking'?

- A. A 'Group booking' consists of 4 people.

9. Do I need to come beach ready?

- A. No. Please arrive 5-10 minutes before your session time starts. However, if you wish to arrive 'beach ready' please do this, and it will maximise the time you have with us.