



Membership Terms & Conditions

August 2019

Please read and consider carefully the following prior to signing the agreement. In signing this agreement, the applicant accepts the contents completely and agrees to be bound by them. Salt Ayre Leisure Centre reserves the right to amend these terms and conditions by issuing 30 day's notice of the alterations to members.

1. Centre Rules.

- 1.1. You must comply with the centre rules/etiquette which forms part of this agreement.
 - 1.1a All users must act in a courteous and polite manner when addressing staff and other customers.
 - 1.1b All users must treat all equipment and facilities with respect and not cause any damage.
 - 1.1c Any damage knowingly caused to facilities or equipment must be paid for by the users responsible.
 - 1.1d Appropriate sportswear, including footwear, must be worn when using facilities. No studs, spikes or cleats to be worn indoors.
 - 1.1e No bags to be taken on to the gym floor or immersive studio.
 - 1.1f All bags and belongings should be stored in lockers provided. All items left at owner's risk.
 - 1.1g Before using any exercise equipment users must read and sign the Health Commitment Statement/Pre Activity Questionnaire and have a supervised induction session. We can refuse access to the centres facilities if we consider your health maybe adversely affected by the use of such facilities. In such circumstances you will be referred to your GP.
 - 1.1h Any guests of members must pay the appropriate Pay As You Go rate to use facilities.
 - 1.1i Salt Ayre Leisure Centre cannot be held responsible for any loss or damage to property suffered by any person using the centre, unless it arises from negligence.
 - 1.1j No scooters, bikes, wheelies, skates or skateboards to be used indoors outside of structured sessions.
 - 1.1k Showers are for the use of patrons of the centre only, not for the general public.
 - 1.1l All children under the age of 8 must be accompanied by a responsible adult at all times.
- 1.2. We may change the rules/etiquette at any time. We will post notice of any changes at the centre.

2. Changing the Agreement.

- 2.1. We can change the agreement at any time. We will give you 14 day's notice of this change in writing at the address you have given us.

3. Facilities

- 3.1. You are entitled to use the facilities available for your category of membership package.
- 3.2. You may have to pay additional charges to use certain other facilities/activities at the Centre. You can get a list of these from our reception points. We can change these prices at any time.
- 3.3. The Leisure Centre may amend opening/closing times during public holiday periods. Facilities may also close for occasional special events. Notices will be displayed in the centre in advance notifying customers of any changes. No refunds will be available for these periods.
- 3.5. We may change the centres opening times or withdraw any of the facilities at any time if we need them for events, tournaments, exhibitions or other special activities.

3. Facilities continued...

3.6. We may need to close a facility or part of it for repair/refurbishment on the grounds of health and safety or improving customer service. Fitness classes may also have to be cancelled due to unforeseen instructor unavailability or on occasions when unable to find cover for Instructor leave. In these circumstances we will use our best endeavours to:

3.6.1. Give as much notice as is reasonably practicable by displaying notices in the centre.

3.7. Your membership does not give you priority over other users or guarantee the availability of facilities.

3.8. Salt Ayre Leisure Centre management reserve the right to change the activity programme. Prior notice will be given in the centre relating to activity cancellations or the introduction of new sessions.

3.9. Promotions do not apply to existing members who are currently under contract.

3.9.1 The Members Area is accessible for individuals aged 16 years and over only, and must only be accessed by current members.

3.9.2 The Tranquil Spa Thermal Journey is accessible for individuals aged 18 and over only.

3.9a Members will have access to the online class booking system from 6am 7 days prior to each class taking place.

3.9b Membership does not guarantee admission to classes; places must be booked in advance to ensure access.

3.9c Users will not be allowed entry to fitness classes if they arrive more than 5 minutes after the class start time.

3.9d Users are expected to cancel any class bookings they cannot attend up to 1 hour before the start time of the class. Cancellations can be made via the online booking system, by calling the centre reception team on 01524 847 540, emailing saltayre@lancaster.gov.uk or sending a Direct Message to the Salt Ayre Facebook Page [Facebook.com/saltayreleisurecentre](https://www.facebook.com/saltayreleisurecentre). If users fail to cancel class bookings in the allotted time, they will be issued with a strike against their account. If three strikes are issued within a 28 day period, all class booking rights are removed for the 28 days consecutive to the last strike being issued. This includes online booking, booking in person, via email or social media, and over the phone.

4. Membership Cards.

4.1. You must submit your membership card at respective reception points when accessing facilities; otherwise we will charge you the standard casual rate.

4.2. All members must have their photograph taken for identification purposes; this will be stored on Salt Ayre Leisure Centre database. This information will solely be used by Salt Ayre Leisure Centre and will not be released to any third parties.

4.3 Members will be asked to produce photographic identification as part of the induction process, to verify identity. This can be in the form of a valid passport, driving license or identification card.

4.4. Membership cards are to be used by the registered user only. Any membership card being used by anyone other than the authorised user will result in the cancellation of the membership and the forfeiting of any payment fees already made.

4.5 Lost or damaged membership cards will be replaced once an administration fee of £2 has been made.

5. Junior Members and Children.

5.1. If you are 14-17 (inclusive) your parent or guardian must sign this agreement on your behalf, in the presence of a member of staff. By signing this agreement your parent or guardian agrees to be responsible for your behaviour and actions at all times and to pay us any amounts that are due on your behalf.

5.2. When you reach 18 your junior membership will end and you will automatically and immediately become a full adult member and must sign a copy of this agreement.

6. Direct Debit Payments

6.1 Any queries regarding direct debit payments, charges, change of bank details or payment date, please contact Debit Finance e-mail; info@debitfinance.co.uk telephone: 01908 422 007. Queries will be dealt with as per their company terms and conditions.

6.2. Monthly fees can be frozen without charge for health reasons, injury or pregnancy for up to 6 months submitted in writing to Debit Finance (e-mail info@debitfinance.co.uk, telephone: 01908 422 007) with a doctor's note. (Minimum 1 month)

6.3 Monthly fees can be frozen for holidays over 1 month for a charge of £5 per month for up to 3 months within a 12 month period submitted in writing to Debit Finance (e-mail info@debitfinance.co.uk, telephone: 01908 422 007).

7. Membership Cancellation

7.1 Direct Debit membership cancellations must be processed by Debit Finance e-mail; info@debitfinance.co.uk telephone: 01908 422 007, as per their company terms and conditions.

8. Annual Memberships

8.1 Annual memberships are non-refundable

8.2 Annual memberships can be frozen without charge for health reasons, injury or pregnancy for up to 6 months submitted in writing to Salt Ayre Leisure Centre (e-mail saltayre@lancaster.gov.uk, telephone: 01524 847540) with a doctor's note. (Minimum 1 month)

8.3 Annual memberships can be frozen for holidays over 1 month for a charge of £5 per month for up to 3 months within a 12 month period submitted in writing to Salt Ayre Leisure Centre (e-mail saltayre@lancaster.gov.uk, telephone: 01524 847540)

9. Pay Monthly Memberships

9.1 Pay monthly memberships are non-refundable.

9.2 Pay monthly memberships cannot be frozen for sickness or holidays.