

# TERMS AND CONDITIONS OF MEMBERSHIP

## 1. Facilities

Access to all facilities and activities are subject to session times and availability.

Although every effort will be made to keep to the published programme, we reserve the right to amend our activity programme and opening times.

It may be necessary to undertake essential maintenance to the facility and its equipment. We will make every attempt to give advance notice where possible and minimise disruption and inconvenience. Refunds will not be given unless deemed appropriate by Bridport Leisure Centre.

Swipe cards are non-transferable and may only be used by the person to whom they have been issued.

Damaged, lost or stolen swipe cards must be reported to Bridport Leisure Centre. A replacement card fee will be charged.

## 2. Lessons

Lesson participants should arrive in time to change and use the toilet before the lesson starts.

It is the responsibility of the parent/carer to maintain their children's safety prior to and after their lesson and to maintain the safety of other children in their care.

Whilst we endeavour to ensure lesson participants always have the same coach, we cannot guarantee this as coaches take annual leave, leave our employment and are sick. Unfortunately we cannot give advance warning when this may happen and refunds will not be given.

We will accommodate any requests to change a lesson time, day or coach provided space is available.

Photography or filming is not permitted under any circumstances.

## 3. Payments

For security purposes you are required to show proof of your identity (drivers licence or passport) and banking details (debit card, bank statement, cheque book) before setting up a Direct Debit.

A pro-rata payment will be payable on day of joining. The pro rata payment covers the cost of lessons until your first Direct Debit is collected.

A Direct Debit will be set up with your bank. Payments will be collected on either the 1st or 15th of every month. Should your payment date fall on a weekend or Bank Holiday your payment will be collected on the nearest date thereafter.

We will continue to collect Direct Debit payments after your minimum contracted period until we receive one month's written notice to cancel.

You are obliged to make every Direct Debit payment regardless of non attendance.

In the event of a Direct Debit being returned unpaid, we have the right under BACS regulations to represent a payment 14 days after the original payment date. Should the recollection also fail, you will be suspended from using the facilities and a £10.00 administration charge will be applied to your account.

Failure to pay any amounts due within your minimum contracted period may be passed to a Debt Recovery Agent for the collection of outstanding fees.

A 14 day cooling-off period is offered. All monies paid in respect will be refunded in full should you wish to terminate for any reason.

Prices may be reviewed during your contracted period. In such cases we will provide at least 14 days notice.

## 4. Change of Details

Should your personal details such as name, address, telephone numbers or email address change please notify us immediately so we can amend our records accordingly.

## 5. Cancellation

Cancellations can be made by submitting one months notice in writing or by completing a cancellation form at Bridport Leisure Centre.

Cancellations within the minimum contracted period are only permissible in the following circumstances:

- If we fail to maintain a standard of service you would reasonably expect.
- If we alter the operating hours of the service unreasonably.
- If the lesson participant develops a medical condition which prevents them from attending their classes on an ongoing basis. An appropriate medical practitioner must provide written evidence this is so.
- If the lesson participant moves away from the area by a distance we consider, at our sole discretion to be too far to travel for regular use. We shall require evidence that such a move has taken place.
- If you lose your employment and are unable to keep up with monthly payments as a result. We shall require evidence of this change in circumstance.

## 6. Communication

We would like to notify you of our current offers and services from time to time. If you would prefer not to receive communication from us, please write to us.

## 7. Data Protection

Bridport & West Dorset Sports Trust Ltd is committed to maintaining the personal data that you provide in accordance with the requirements of the Data Protection Act 1998. Bridport & West Dorset Sports Trust Ltd will treat all personal data as confidential and will not use or process it other than for legitimate purposes. We will ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Bridport & West Dorset Sports Trust reserves the right to amend and update terms and conditions at any time.

## The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Bridport Leisure Centre will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If you request Bridport Leisure Centre to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Bridport Leisure Centre or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Bridport Leisure Centre asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

