

Terms and Conditions of Membership

- 1) By signing the membership application form, the member accepts to agree to the terms and conditions on behalf of all named members.
- 2) The terms and conditions are subject to regular review and Tandridge Leisure reserves the right to alter and amend any part thereof. Members will be advised of the changes by notices at the centres and a copy of the terms and conditions will be available on our website.
- 3) The 'Centre' means the building, car park and all facilities used in connection with any use or membership.
- 4) The 'Manager' means either the designated Duty Manager or other nominated Officer referred to in the Conditions.
- 5) The 'organisation' when referred to means Tandridge Leisure.
- 6) The 'user' means the person(s) whose name is on the membership application form.
- 7) The 'period of membership' means the period for which the member has agreed to pay for use of the facilities.
- 8) Membership types are those which are stated on the membership application form.
- 9) No membership card will be issued until full payment has been made or Direct Debit mandates completed.
- 10) Before you start using the Gym or fitness equipment, you must fill in a Pre-exercise Questionnaire (ParQ) and have a supervised Gym Induction with one of our qualified Fitness Instructors.
- 11) Proof of entitlement to a concessionary membership must be provided at the time of joining and a copy of this proof will be taken and retained on our files as a record of entitlement.
- 12) Partners memberships are available for two adults on the same category who reside at the same address.
- 13) If a partners membership expires, or the fee paying member cancels the membership, both parties will cease at that time.
- 14) Annual Centre memberships will be for a period of 12 months, unless otherwise agreed with the Manager or if linked to a promotional membership offer.
- 15) Tandridge Leisure will compensate you for any loss or damage you may suffer, if we fail to carry out our obligations under this agreement, or to a reasonable standard; or breach any duties imposed on us by law (including if we cause the death or personal injury to you by our negligence) unless that failure is attributed to A) your own fault, B) a third party unconnected with our provision of services under this agreement, C) events which neither our suppliers nor we could have reasonably foreseen even if we had taken all reasonable care.
- 16) The users shall take good care of and shall not cause or permit any loss or damage to be done to the building or any parts thereof. In any event, the Centre reserves the right to require the user to make good or pay for the loss or damage caused by the user.
- 17) In the event of the Annual member cancelling their membership after seven days, the membership fee paid will be forfeited. However, it may be transferred to a third party. Annual and Centre members who cancel their membership, after seven days, due to the permanent removal of significant facilities, where no alternative similar facilities are offered, will be entitled to a pro rata refund. Significant facilities are: the removal of the swimming pool, gym, studio or sports hall (de Stafford Sports Centre).
- 18) When paying for a Monthly membership, please note we take an initial pro rata payment, payable by cash, cheque or card until your first Direct Debit payment starts. The Direct Debit will be debited from your account on the 3rd of every month, or the first working day after, if this falls on a weekend or a Bank Holiday. This date cannot be varied.
- 19) If the amount to be paid or the payment date changes, Tandridge Leisure will notify you by publicity in the centres 21 working days in advance of your account being debited, in accordance with the Direct

Debit Scheme Guarantee.

20) If a member fails to pay their Direct Debit payment for any reason, their membership will be suspended until the outstanding amount is paid. If it is a partners membership, both members on that membership will be suspended for the period.

21) Monthly Direct Debit members are required to give 14 days' notice, in writing when cancelling / changing or suspending their membership, before the direct debit is due to be deducted from their account.

22) It is the member's responsibility to cancel their Direct Debit with their bank / building society once a membership fee following the cancellation of a Group Exercise class.

23) Those paying a membership fee which includes Group Exercise, will not receive a refund on their membership fee following the cancellation of a Group Exercise class.

24) Members are required to notify the Centre by telephone or in person at least 24 hours in advance of any cancellations of a fitness / group exercise / childcare session. The centre reserves the right to charge all types of member a cancellation fee equivalent to that of the class / session cost if less than the specified notice is given.

25) All members are required to show their valid membership card on entry to the centres. Entry may be refused if a valid membership card cannot be produced. A Non member fee may be charged for the activity. A fee will be charged for replacement membership cards.

26) Members will be required to have their photograph taken at the time of joining to identify them. This photograph will be kept on our computerised entry system and not published on membership cards.

27) Members wishing to upgrade their membership may do so on request. Annual members wishing to downgrade their membership during the period of the membership may do so, with no extension of the membership or financial compensation.

28) Neither the Centre nor the organisation will be liable for any loss or damage arising out of the cancellation or interruption of a session due to breakdown of machinery, failure of electricity supply, leakage of water, fire, Government restriction, Act of God or the carrying out of essential works, repair or renewal. No memberships will be extended or financial compensation given under these terms and conditions.

29) The giving of incorrect information with the intent of defrauding the organisation or the improper use of the card, will result in the forfeit of the card / membership.

30) Your information will be held on both manual and computer databases and in accordance with the Data Protection Act 1998.

31) The Manager reserves the right to reject any application or withdraw without refund any membership in the event of failure to comply with membership conditions or on the grounds of unacceptable behaviour.

32) Access to a facility is subject to the programme timetable and availability.

33) Publicity photographs taken by or on behalf of Tandridge Leisure's Marketing Team are the sole possession of Tandridge Leisure and will not be given to any third party. Customer Information signs will be displayed where possible to inform that publicity photographs are being taken. Every effort will be made to obtain verbal permission from parents / guardians regarding photographing under 18s.

de Stafford Sports Centre, Burntwood Lane, Caterham

01883 344 355

Tandridge Leisure Centre, Hoskins Road, Oxted

01883 716 717

www.tandridgeleisure.co.uk



all about you