

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) No membership card(s) will be issued until full payment has been made.
- 8) The Passport to Leisure membership is only available to Tandridge residents and their dependants that are in receipt of one of the listed benefits.
- 9) 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.
- 10) Before 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) 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.
- 12) Passport to Leisure memberships run for a period of 6 months from the start date, unless otherwise agreed with the Manager. If you are still eligible after this period, you will need to re-apply with current proof of eligibility.
- 13) 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.
- 14) 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 the loss or damage caused by the user.
- 15) Passport to Leisure 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 pro rata refund. Significant facilities are: the removal of the swimming pool, gym, studio or sports hall (de Stafford Sports Centre).
- 16) 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 specific notice given.
- 17) All members are required to show their valid membership card on entry to the centres. Entry may be refused if the 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.
- 18) 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.
- 19) 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.
- 20) Your information will be held on both manual and computer databases and in accordance with the Data Protection Act 1998.
- 21) 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.
- 22) Access to a facility is subject to the programme timetable and availability.
- 23) 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.