

Membership Terms & Conditions (Swim4life Swimming lessons)

1. Payment Terms

1.1 Fees shall be set at such levels as determined by Telford & Wrekin Council and shall be displayed at each leisure facility

1.2 Fees are payable monthly by Direct Debit or upfront for a block of 13 sessions.

1.3 Any fees paid by monthly Direct Debit are administered in accordance with the Direct Debit Mandate form. The Direct Debit Guarantee should be retained by the customer for future reference.

1.4 Direct Debit payments will be collected on, or shortly after your selected payment date every month.

1.5 Pro rata will be charged from your join date until your first direct debit date. This payment will be taken on joining

1.6 All Swim4life memberships which are paid by monthly Direct Debit are for a minimum period of 6 months, with the exception of our non-contract membership which can be cancelled at any time by giving one month's notice

1.7 At the end of the minimum period payments will continue to be collected on a monthly basis until a customer cancels their membership in line with the Cancellation of Memberships Terms and Conditions

1.8 Should a member default on a Direct Debit payment, the membership will be suspended until the outstanding payments are received. The member will be liable for any outstanding instalments due within the applicable minimum membership period as stated in 1.6

1.9 Concessionary members are required to show initial proof of eligibility and, thereafter, every 12 months. Failure to provide proof of eligibility will result in the loss of corporate and concessionary status.

1.9a Concession eligibility see the below link www.telfordandwrekinleisure.co.uk/concession

No refunds will be made in respect of bank charges incurred in the event of non-payment of a Direct Debit.

2. Cancellation of Membership

2.1 Members paying by monthly Direct Debit wishing to cancel their membership should give at least 1 months' notice in writing to direct.debitadminstartor@telford.gov.uk

2.2 Cancellation of 6 month minimum term memberships paid by monthly Direct Debit only be made after the minimum period. Any member who cancels their Direct Debit instruction directly with their bank before the expiry of the minimum period will be liable for the outstanding monthly instalments up to the end of the contracted period.

2.3 Non-attendance of swim4life lessons will not entitle members to a refund.

3. Suspension of membership

3.1 Suspension of Direct Debit payments will be considered only in respect of customers who provide evidence of exceptional circumstances

3.2 Requests to suspend memberships will need to be made in writing to your home leisure centre. Members may be asked to provide appropriate evidence of serious illness, serious injury, or other agreed reason for suspension.

3.3 Requests for retrospective suspension of membership will not be considered

4. Limitations of Liability

4.1 It is a member's responsibility to inform us if their medical history changes during their membership

4.2 Liability will not be accepted by Telford & Wrekin Council for the loss or damage to property belonging to, or in care of, a customer whilst on the premises nor, will any liability be accepted for any personal injury suffered by a customer whilst on the premises, unless the negligence of Telford & Wrekin Council can be proved.

4.4 If you re-join aspirations, it is your responsibility to inform us if your medical history has changed since your last membership.

5. Rules and Regulations

5.1 Members must comply with reasonable requests and instructions from staff

5.2 Swim4life Lessons Rules & Regulations All customers must adhere to the swim4life rules and regulations as set out on the Parents Information Guide

Telford & Wrekin Council reserve the right to reject any application or withdraw, without refund, any membership in the event of failure to comply with Membership Terms and Conditions and Centre Regulations.