

## **Membership Terms & Conditions (Aspirations Health and Fitness and Swim only Memberships)**

### **1. Payment Terms**

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

1.2 Fees are payable monthly by Direct Debit, annually or three monthly by one single payment.

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 aspirations memberships which are paid by monthly Direct Debit are for a minimum period of 12 months, with the exception of our "All Inclusive – 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 member 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 Corporate and 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](http://www.telfordandwrekinleisure.co.uk/concession)

1.9b Corporate memberships are available to employees of organisations that are signed up to Telford and Wrekin Councils' Leisure Services 'aspirations' and Golf Corporate Membership Scheme

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.debitadministrator@telford.gov.uk](mailto:direct.debitadministrator@telford.gov.uk)

2.2 Cancellation of memberships paid by monthly Direct Debit (excluding £38.50 per month option) can 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 No refunds will be given to members wishing to cancel an annual or three month membership before completion of the 3 or 12 month period and for non-bookings of inductions for all direct debit

2.4 Non-attendance of 'aspirations' and/ or golf activities and/or skating and/or 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. Bookings**

4.1 Pre-booking is recommended for Golf, fitness class and health suite activities. Members should book directly with individual sites or via the internet

4.2 To comply with health and safety policy, members will not be admitted to classes once the warm up has started.

4.3 Where membership includes fitness suite usage it is the customer's responsibility to book their gym induction at the relevant leisure facility

### **5. Limitations of Liability**

5.1 It is members' responsibility to ensure that they are capable of undergoing routine exercise or classes attended. In doubt, members should consult their doctor prior to beginning any exercise programme or class.

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

5.3 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.

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

### **6. Rules and Regulations**

6.1 Members must not use any piece of gym equipment with which they are unfamiliar or which they have not been shown how to use.

6.2 Members must comply with reasonable requests and instructions from staff

6.3 Members are required to sign in at reception before using facilities

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.

## **Membership Terms & Conditions (Ice Skating memberships)**

### **1. Payment Terms**

1.1 Fees shall be set at such levels as determined by Telford & Wrekin Council and shall be displayed at Telford Ice Rink.

1.2 Fees are payable monthly by Direct Debit

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

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

1.5 All Skating memberships which are paid by monthly Direct Debit are for a minimum period of 6 months, with the exception of our month to month membership options which can be cancelled at any time by giving one month's notice.

1.6 At the end of the minimum period payments will continue to be collected on a monthly basis until a member 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 1.5

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](http://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 month's notice in writing to [direct.debitadministrator@telford.gov.uk](mailto:direct.debitadministrator@telford.gov.uk)

2.2 Cancellation of memberships with a minimum term of 6 months can 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 activities will not entitle members to a refund.

### **3.0 Suspension of membership**

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

3.2 Requests to suspend memberships will need to be made in writing to Telford Ice Rink. 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

#### **4.0 Bookings**

4.1 Pre-booking is recommended for public skate sessions and patch. Members should book directly with individual sites or via the internet

#### **5. Limitations of Liability**

5.1 It is members' responsibility to ensure that they are capable of undergoing routine exercise or classes attended. If in doubt, members should consult their doctor prior to beginning any exercise programme.

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

5.3 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.

5.4 If you are unsure of the level that you need to book your child into please contact the centre direct for further advice. Telford and Wrekin Council will reserve the right to move your child to the correct level if they are deemed to not be suitable for the level that they are booked in for

#### **6. Rules and Regulations**

6.1 Members must comply with reasonable requests and instructions from staff

6.2 Members are required to sign in at reception before using facilities

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.

## **Membership Terms & Conditions (Aspirations Health & Fitness, and Golf Memberships)**

### **1. Payment Terms**

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

1.2 Fees are payable monthly by Direct Debit, annually or three monthly by one single payment.

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

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

1.5 All aspirations memberships which are paid by monthly Direct Debit are for a minimum period of 12 months, with the exception of our "All Inclusive – non contract' membership which can be cancelled at any time by giving one month's notice

1.6 All golf memberships are month to month and memberships 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 member 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 Corporate and 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](http://www.telfordandwrekinleisure.co.uk/concession)

1.9b Corporate memberships are available to employees of organisations that are signed up to Telford and Wrekin Councils' Leisure Services 'aspirations' and Golf Corporate Membership Scheme

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.debitadministrator@telford.gov.uk](mailto:direct.debitadministrator@telford.gov.uk)

2.2 Cancellation of memberships with a minimum term of 12 months can 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 No refunds will be given to members wishing to cancel an annual or three month membership before completion of the 3 or 12 month period and for non-bookings of inductions for all direct debit

2.4 Non-attendance of 'aspirations' and/ or golf activities 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. Bookings**

4.1 Pre-booking is recommended for Golf, fitness class and health suite activities. Members should book directly with individual sites or via the internet

4.2 To comply with health and safety policy, members will not be admitted to classes once the warm up has started.

4.3 Where membership includes fitness suite usage it is the customer's responsibility to book their gym induction at the relevant leisure facility

### **5. Limitations of Liability**

5.1 It is members' responsibility to ensure that they are capable of undergoing routine exercise or classes attended. If in doubt, members should consult their doctor prior to beginning any exercise programme or class.

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

5.3 Liability will not be accepted by Telford & Wrekin Council, nor Wellington Town 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, or Wellington Town Council can be proved.

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

### **6. Golf Specific Rules & Regulations.**

6.1 Please avoid slow play at all times and allow faster players to play through.

6.2 Please rake bunkers, repair pitch marks, replace divots.

6.3 Be aware of Green Keepers and pay due care and attention to them whilst they are working on the course.

6.4 Each player must have a golf bag and clubs. Sharing of equipment is not permitted.

6.5 Please ensure you wear suitable footwear, especially in poor weather conditions.

## **7. Rules and Regulations**

7.1 Members must not use any piece of gym equipment with which they are unfamiliar or which they have not been shown how to use.

7.2 Members must comply with reasonable requests and instructions from staff

7.3 Members are required to sign in at reception before using facilities

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.

## **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](http://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.debitadministrator@telford.gov.uk](mailto:direct.debitadministrator@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.

4.3 If you are unsure of the level that you need to book your child into please contact the centre direct for further advice. Telford and Wrekin Council will reserve the right to move your child to the correct level if they are deemed to not be suitable for the level that they are booked in for

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.