

**MEMBERSHIP TERMS AND CONDITIONS**

1. All membership packages require a minimum of 30 days' notice for cancellation by the member. Inverclyde Leisure will continue collecting monthly instalments until such times are notified in writing by the member or in certain circumstances by email.
2. If a member fails to pay any instalment or any part thereof within 14 days of its due date or commits any breach of the terms and conditions (whether expressed or implied) of this Agreement the final notice period fee will still be due.
3. If any instalments payable hereunder or any part thereof shall remain unpaid after such instalment has become due, then Inverclyde Leisure will follow up and possibly pass to a debt collection agency to recover any outstanding financial balance. If there is an outstanding balance on an account this will need settled before an ex member can re-join.
4. No refund will be given in part or full on Annual membership, except in exceptional circumstances and with authorisation of the Membership Co-ordinator.
5. It is the responsibility of the member to contact Inverclyde Leisure to update any change in personal circumstance: Address, email, phone number etc.
6. No relaxation or indulgence, which the Management of Inverclyde Leisure may extend to a member, shall prejudice Inverclyde Leisure's rights under this Agreement.
7. All direct debits are a legally binding contract between the member and the company. Collections will be made on or after the 1<sup>st</sup> or 15<sup>th</sup> of the month.
8. Membership card/key fob must be presented at each facility on every visit. Failure to do so may result in entry being refused. It is the member's responsibility to ensure no other party has access to this card, as fraudulent behaviour will be dealt with accordingly. Lost membership card/key fob will be replaced at a cost of £2.00. \*\* (Express Ladies Gym Only) lost bands are chargeable at £5.00.
9. Members may freeze their membership if they are unable to use the facilities for long periods of time. The minimum period for freezing a membership is one month and a maximum of six months. A £10 administration fee will may applied for each month affected. Longer periods of time due to serious illness may be requested to the Membership & Retention Coordinator for consideration. (Please note all memberships freeze requests must be authorised by the membership coordinator for authorisation and may be refused if the criteria is not met)
10. All children given access to the Express Ladies Gym must be supervised by a responsible adult at all times.
11. Management reserve the right to alter opening times as per operational requirements.
12. For security and identifications purposes, we require to take a head and shoulders photograph of each member as part of their application. If this is not completed access may be denied.
13. All membership monthly payments must be paid by direct debit. Cash payments are not permitted.
14. Inverclyde Leisure may periodically review the membership packages and will inform the member of any changes with a minimum of 30 day's notice by the following means of contact: social media, email, website & public notices within facilities.
15. Inverclyde Leisure have permission to hold your bank account details on our membership software system, this information is stored securely.
16. Inverclyde Leisure may hold your information for marketing and operational update purposes. This information will not be passed on to third parties and is securely stored.
17. If any of the Management Rules or Terms & Conditions applicable to Inverclyde Leisure are breached the membership may be cancelled at any time without notice by Inverclyde Leisure management.

**\*\*All memberships may be subject to an annual price increase on or around March/ April each year\*\***