

Denbighshire Leisure Membership Terms and Conditions

1. Membership General

- a. Members must be aged 16 years and over.
- b. Only the person to whom the membership card is issued may use the card. It is not transferable and no more than one card will be issued to any one person.
- c. All members will be required to show cards on each and every visit.
- d. The centre shall be entitled to make alterations, carry out repairs or maintenance without prior notice, though of course, every consideration will be made to minimise inconvenience.
- e. Leisure Facilities may be closed on Bank Holiday weekends at Leisure Officers discretion and will operate a reduced programme over Christmas and New Year holidays.
- f. The centre shall not be responsible for the personal belongings of the members or visitors.
- g. There will be no refunds for non-usage of centre facilities.
- h. The centre reserves the right to amend the terms & conditions from time to time.
- i. If you have an outstanding debt with Denbighshire Leisure relating to your membership, you will not be permitted to re-join at any Denbighshire Leisure facility until that debt has been cleared in full.
- j. Members must comply with the rules and regulations appertaining to the facility being used.
- k. Members who appear intoxicated will be refused entry.
- l. The management reserve the right to refuse entry at all times and to terminate membership with immediate effect.
- m. Members expelled will forfeit all privileges of membership.
- n. Any complaints unresolved at the time of an incident will be referred to and dealt with by the Manager.
- o. In the event of the card being lost / stolen please notify your local Leisure Centre immediately.
- p. You must inform us should your details/ circumstances change, this will enable us to keep our information up to date.
- q. Use of the card at individual centres will be subject to availability of facilities.
- r. The information you have given will be held in confidence and compliance with the Data Protection Act 1998.

2. Fees and Charges

- a. Start up fees will apply and must be paid immediately upon joining. These fees are non-refundable unless otherwise stated.
- b. Membership dues and VAT thereon may be increased at our discretion. Fees are usually reviewed on an annual basis but circumstances may dictate an earlier revision.
- c. TechnoGym Wellness keys are included in the joining fee. However Denbighshire County Council accepts no responsibility for the loss of or damage to the key and replacement will incur a £10 charge.

3. Direct Debit Mandate Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
 - If there are any changes to the amount, date or frequency of your Direct Debit Denbighshire County Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Denbighshire County Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request
 - If an error is made in the payment of your Direct Debit, by Denbighshire County Council or your bank or building society, we will process a full refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when Denbighshire County Council asks you to
 - You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.
- ** Please note only UK bank accounts are acceptable for Direct Debit payments **

4. Membership Card

When you join you will be given a loyalty card. This card, as well as acting as your membership card, offers the member discount of up to 30% on most centre facilities. Your photograph will be taken. This will not appear on your card but will flash onto our computer screens to confirm your identity when you enter the centre. Membership cards remain the property of Denbighshire County Council and must be returned to the centre if you cancel your membership.

5. Can I Bring A Guest?

Yes. Guest passes are available upon request. You are responsible for the conduct of your guest during their visit. A person accompanying a member as a guest will only be admitted once in that status.

6. Can I Put My Membership 'On Hold'?

Yes. Memberships are continuous month to month, but can be suspended by giving 10 days notification. There is a maximum 3 months suspension period applicable. The suspension period will take effect from the next available collection date. Payment will automatically restart once the suspension period is complete.

7. Will There Be Someone To Show Me How To Use The Gym Equipment?

Yes of course. We have a team of highly qualified and friendly Fitness Instructors who will show you safe and fun ways to enjoy your experience. Please see a member of the Reception team to book your initial induction and a Fitness Instructor to book one of your Member Journey sessions such as Goal Setting, Programme Review and Menu Options

8. Concession Memberships

Proof of eligibility will be required and will need to be produced at the time of your initial joining.

These groups are:

- In receipt of New deal or Job Seekers Allowance – this must be the person named on the actual claim.
- Winners Referral Participant.
- Social Services

Proof of eligibility will be required periodically to ensure you are still entitled to the benefits of a Concession Membership.

9. Promotions

From time to time throughout the year the Council may run Membership Offers for which additional terms and conditions will be available.

10. Liability

A member or visitor engaging in the centres activities or making use of its facilities are responsible for ensuring that he or she is properly equipped and that his or her state of health and physical condition are such as not to involve any risk to him or herself or any other person making use of the centre. It is hereby understood and agreed the centre accepts no responsibility for accident, injury, illness, loss or misadventure caused to or suffered by members or guests on the centre premises howsoever caused. Only to the extent caused by the wilful default or negligence of the centre, its servants or agents. Members are responsible for their own insurance in respect of injuries suffered, loss or damage to equipment.

11. Pre-Exercise Medical Screening

Upon your first visit a Pre-Exercise Questionnaire must be completed before taking part in any activities

12. Declaration

I understand that ALL membership fees are non-refundable. I acknowledge membership is continuous and expires only on cancellation. I accept that I must give a reasonable notice of cancellation of 2 weeks. All members who wish to cancel their membership must do so in writing at their home centre. Failure to do so will result in the claiming of another direct debit payment. I have read, understand and accept the rules, terms and conditions laid down by the centre and agree to abide by them. I understand that the centre may from time to time make changes to the centre without prior notice.

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www.hamddensirddinbych.co.uk
www.denbighshireleisure.co.uk

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13. Class booking Policy

This booking policy applies to both onsite and telephone bookings

- Members can book from 11am 7 days in advance
- Non Members can book from 11am 4 days in advance
- Cancellations – you must give at least 2 hours' notice if you are unable to attend. Failure to do so will result in a non-member fee being charged.
- Should a member not turn up for 3 classes they will lose their priority booking privilege. Member will lose their priority booking privilege for 1 week from the day of the missed class.
- 1 booking per person
- All class bookings are subject to availability. We cannot guarantee a place on group exercise classes.

Leisure Card

14. Usage

- a. This membership offers the user discounts on the standard prices within all Denbighshire's Leisure Centres. The card must be produced to obtain the discount on every occasion, otherwise the full price must be paid.
- b. Leisure card members may book Leisure Centre facilities 7 days in advance and may pay for these facilities at any time up to the time of playing. The individuals Leisure card must be shown when payment is made.
- c. Non-Card holders may book 4 days in advance.
- d. If 24 hours or more notice is given of a cancellation no charge will be made for the cancelled booking. (This notice period is 2 weeks for Block Bookings)
- e. Damaged or defaced cards will need to be replaced, and a charge may be levied for this facility.
- f. Leisure Card holders should inform their local Leisure Centre of any changes to their personal details immediately.
- g. Denbighshire County Council reserves the right to amend or withdraw all or part of the benefits offered at any time.
- h. Loss or theft of the Leisure Card must be reported immediately.
- i. Leisure Card holders must indemnify the Council for any damage, injury or loss caused by them, their guests or their dependants.
- j. Denbighshire County Council accepts no responsibility for the loss or damage to the original documents submitted for use in the application process unless a Council employee acted negligently.
- k. The Leisure card cannot be used in conjunction with any other offers or discounts unless otherwise stated.

15. Concession Leisure Cards

Proof of eligibility will be required and will need to be produced at the time of your initial joining.

These groups are:

- In receipt of New deal or Job Seekers Allowance – this must be the person named on the actual claim.
- Registered disabled or in receipt of Disability Benefit, Disability Living Allowance or Incapacity benefit. This must be the person named on the actual claim.
- In receipt of Carers Allowance.
- In receipt of Income Support.
- Winners Referral Participant.

Proof of eligibility will be required periodically to ensure you are still entitled to the benefits of a Concession Membership.

16. Website Disclaimer

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9. If you find anything on this website that gives you cause for concern then please let us know.
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11. If any of these terms and conditions should be determined to be illegal invalid or otherwise unenforceable, then to the extent which that term or condition is illegal, invalid or unenforceable, it shall be severed and deleted from this clause and the remaining terms and conditions shall survive, remain in full force and effect and continue to be binding and enforceable.

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