

## Direct Debit Terms and Conditions

Active Pro Membership is Peak Membership

Active Membership is Off Peak – 9am-5pm weekdays and 12pm-6pm Weekends

### General

- All Direct Debit members are required to have a picture taken and held on file, to ensure that cards are only used by the member.
- All bookings relate to participation by the member and cannot be made on behalf of other people. The Direct Debit account holder must report to reception at the start of their booking so that leisure centre staff can ensure this is the case.

### Payments and Cancellation

- Direct Debit Payment will be taken on the first day of each month.
- Should you wish to cancel your membership, you should email [cancellations@stantonbury.org.uk](mailto:cancellations@stantonbury.org.uk) **and** cancel your Direct Debit with your bank.
- When cancelling, this should be done prior to the 15<sup>th</sup> of the month and will take affect from the last day of the month. Your fitness package will continue to run until the end of the month you cancel in. If you cancel on or after the 15<sup>th</sup> of the month your cancellation will not be effective until the end of the following month and one final payment will be taken at the start of that month.

### Free Racket Sports – Active Pro Membership Only

- Free badminton, table tennis and tennis - When booked **no more than 1** day in advance. Please note our normal booking policy for pay as you go customers is 5 days advance booking and for active living members and gym members that wish to pay for a court to secure it further in advance – 7 days, so courts available to Direct Debit customers are limited based on what courts are left unbooked.
- A maximum of 1 such advance booking will be allowed per day. Turn up and play will also be allowed on all these activities if there is free space available.
- A maximum of 4 people should be in attendance for any one booking, the member and three others.
- Tennis and Badminton are not available to book during the school day during term times.
- Free racket sports applies to court bookings only and does not include instructed sessions, coaching sessions, club sessions or No-strings badminton.
- If for any reason you are unable to turn up for your booking, you should notify the leisure centre as soon as possible to enable the court to be re-booked by other customers. The leisure centre should be informed of booking cancellations at least 8 hours in advance. Failure to inform us with 8 hours' notice, or failure to show for your booking will result in the following:  
2 Times within a month – You will be required to pay the full price for the second court. Payment should be made within 7 days of the booking and no further bookings will be allowed until this payment has been made.

### Fitness Classes

- All GYM MK run fitness classes will be free to Active Pro members, with Active (Off Peak) memberships, all off peak classes are free, any peak classes would need to be booked and paid for.
- All members must book into each class they wish to attend and must present their ticket to the instructor.
- If you have pre booked for a class and are unable to attend, please contact reception so they can make your space free for other customers who may wish to attend.
- GYM MK often changes its hours of operation on Bank Holidays and over the Christmas period. Fitness Classes will not go ahead when they are scheduled on Bank Holidays or between December 23<sup>rd</sup> and Jan 2<sup>nd</sup>.
- Very occasionally classes are cancelled at short notice, due to instructor absence or sickness, GYM MK will make every effort to cover all classes with another instructor. Where this is not possible GYM MK will endeavour to call all customers who are booked on or have attended the class in the previous two weeks, to let them know of the cancelation. No refund or reduction in monthly payment will be issued as a result of cancelled classes.

### Swimming

- Free swimming for the member only – during any non-instructed public and member swim sessions. For Active (Off Peak) membership, this is only available at off peak times.