

Terms & Conditions

The applicant is advised to read the whole of this agreement carefully.

This agreement is made between Stantonbury Leisure Centre and you (the applicant)

1. You, Your Health and Your Safety

In the application for a membership to the gym the applicant accepts that:

- 1.1. They enter the exercise programme and use any equipment entirely at their own risk.
- 1.2. They must sign the appropriate health statement. If the guardian is completing on behalf of their child (under 16 years), the guardian must sign the health questionnaire before the child is able to join.
- 1.3. Any exercise programme is likely to place an increased workload on the body's heart and lungs.
- 1.4. The applicant authorises Stantonbury Sports Centre to obtain any additional information which it may require from their General Practitioner (GP) or ask the applicant to produce this.
- 1.5. A free induction is available upon request. You should request this if you do not have previous experience of using similar fitness equipment.

2. Your Health

- 2.1. Applicants will be responsible for monitoring their own physical condition throughout the exercise programme. In the event of any unusual symptoms occurring, the applicant should inform a member of staff immediately or raise the alarm.
- 2.2. Applicants must declare that they know of no reason why they should not take part in the exercise programme prescribed.

3. Our Centre Conditions

- 3.1. Members are required to adhere to the Centre rules and regulations on display within the Centre.
- 3.2. Admission will not be granted unless a valid Membership Card is presented clearly at reception at the time of each time.
- 3.3. In the event of loss of membership card, members must contact the centre reception as soon as possible. A replacement card will be issued and a £5 administration charge will be applied.
- 3.4. Membership cards are non-transferable. Members must not allow anyone else to use their card or membership number. Cards being used by any person other than the authorised member will result in that membership being cancelled and no refund of any fees made.
- 3.5. Members are required to have their photograph taken to prevent use by anyone except the member.
- 3.6. Admission is subject to the facility operating at a safe capacity. Prepaid members will have priority access at these times.
- 3.7. Centre programming is subject to change and availability.
- 3.8. Membership products and prices may be subject to change.
- 3.9. Members are required to wear appropriate clothing for the activity they are undertaking. Men must wear tops or vests when using the gym. No open toe shoes or denim are allowed.
- 3.10. Members are asked to respect personal hygiene at all times within the Centre and to wipe clean equipment after use.
- 3.11. Free weights are to remain in the designated areas at all times and to be returned to racks after use. It is prohibited to load additional weights onto resistance machines.
- 3.12. We respectfully request that members use the lockers that are available throughout the centre. Members must not take locker keys off the premises. All lockers will be emptied each night and items found will be placed in lost property.
- 3.13. Non-members, guests or friends wishing to participate in any activity must report to reception and pay on arrival. No spectators are allowed into activity areas.

4. Payment conditions

- 4.1. Members joining on a prepaid membership option must pay monthly by direct debit or annually with an upfront payment. Failure to make any due payment will result in the membership being stopped and access denied until outstanding payment has been made. Any further outstanding account arrears will be payable before reinstatement.
- 4.2. Monthly direct debits are a full binding contract and will automatically continue until cancelled. Should members wish to cancel your membership, they must email leisure.finance@stantonbury-tove.org.uk or come to the main reception and complete a cancellation form.
- 4.3. When cancelling, this should be done prior to the 15th of the month and will take effect from the last day of the month. Fitness packages continue to run until the end of the month in which they are cancelled. Cancellations on or after the 15th of the month will not be effective until the end of the following month and one final payment will be taken at the start of that month.
- 4.4. Where a monthly direct debit is not able to be collected repeatedly an admin fee of £5 will need to be paid before the membership is re-instated.
- 4.5. Concessionary monthly direct debit payers are required to show initial proof of eligibility and thereafter every 6 months. Failure to provide proof of eligibility may result in the loss of concessionary status (concessionary checks do not apply to over 65's.)
- 4.6. All centre and membership prices will be reviewed annually.
- 4.7. Members are required to pay for all activities outside of their membership option and must have a valid ticket for use.
- 4.8. All credits are available to be collected from reception for a three month period, after which the credit will no longer be valid.

5. Membership Freezes

- 5.1. Membership suspension will only be considered if the member cannot participate for medical reasons. This requires a letter from your Doctor and will only apply from the date of receipt of the letter. A letter from your Doctor will also be required on your return to fitness. Such suspension will be at the discretion of the Finance Team.

6. Fitness Classes

- 6.1. All GYM MK- run fitness classes will be free to Active Pro members.
- 6.2. Active (Off Peak) memberships have access to all off peak classes within their membership times (Monday-Friday 9:00-17:00 & after 12:00 on weekends). Any peak classes must be booked and paid for.
- 6.3. All members must book into each class they wish to attend and must present their ticket to the instructor on arrival.
- 6.4. If members have pre-booked for a class and are unable to attend, they must contact reception so the space can be used by other customers who may wish to attend.
- 6.5. 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 23rd and Jan 2nd.
- 6.6. 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 to let them know of the cancellation. No refund or reduction in monthly payment will be issued as a result of cancelled classes.

7. Swimming

- 7.1. Swimming is included for members only but available only when public swimming is available.

7.2. For Active (Off Peak) membership, this is only available at off peak times (Monday-Friday 9:00-17:00 & after 12:00 on weekends).

8. Cancelling your membership

- 8.1. We will not tolerate our staff or other members being verbally abused or intimidated or being physically threatened. If we find this to be the case, we have the right to report you to the police, to ban you immediately and permanently from Stantonbury Leisure and to cancel your entire membership.
- 8.2. We may also cancel your entire membership in the following circumstances.
 - 8.2.1. • If you or a linked member breaks or repeatedly breaks this membership agreement or the Centre's rules.
 - 8.2.2. • If, with your knowledge or permission, another person uses your membership card to get into Stantonbury Leisure.
 - 8.2.3. • If you, your linked member uses rude or abusive language or behaves or threatens to behave in a violent or aggressive way.
- 8.3. If we receive any complaint about your behaviour or that of a linked member at Stantonbury Leisure or if you or a linked member persistently behave inappropriately, or if we believe that your continued membership (or that of a linked member) is not in the interests of other members of your club, we have the right to suspend your entire membership
- 8.4. If we cancel your membership for any of the reasons in clauses 8.1 or 8.2, we have the right to keep a proportion of the money you have paid under this agreement to cover any reasonable costs we have had to pay. We will also not accept any future applications you make for membership to Stantonbury Leisure and you will not be allowed to enter Stantonbury Leisure as a guest or for any other reason.

The management reserve the right to reject any application or withdraw without refund any Membership in the event of failure to comply with Membership Conditions and Centre Regulations. Stantonbury Leisure Centre shall not be liable for any loss. Damage or theft of personal property belonging to the applicant (or any guest of the applicant) occurring upon the premises. Stantonbury Leisure (Tove Trading Limited) and Stantonbury School shall not be responsible for the death or injury of the applicant (or any guest of the applicant) occurring upon the premises or as a result of the use of the facilities and/or equipment provided in the premises, except to the extent that such death or personal injury arises from any negligent act or omission of Stantonbury Leisure.