

TERMS AND CONDITIONS

This membership scheme has been implemented by Monmouthshire County Council to increase both efficiency and security for the user at its four leisure centres. By becoming a member you are agreeing to these terms and conditions as set out below. Membership is open to all customers, however membership may be withdrawn by the council due to any misuse of the card, or breach of the terms and conditions of the membership.

It is the customer's responsibility to ensure they check the discount they may be entitled to before joining onto one of our membership packages and throughout the duration of their membership. No refunds will be given if the customer is on the incorrect membership.

TERMS AND CONDITIONS FOR COMMITTED MEMBERS

WHAT IS A COMMITTED MEMBERSHIP?

This membership has been developed to reward your commitment to health and fitness. By commencing this membership, as a new member you are entitled to a joining package which includes a free first workout with three further 1-2-1 fitness sessions. You will also pay a reduced monthly rate. It entitles you access to Fitness Suites, Exercise Classes, Swimming Pools and Health Suites within the four Monmouthshire County Council Leisure Centres provided that the membership is paid up to date. There is a minimum term of contract.

HOW LONG WILL MY COMMITTED MEMBERSHIP LAST?

By signing the 'Committed Membership' Terms and Conditions, you will agree to make an up-front payment and a minimum of 6 consecutive direct debit payments, your 'Committed Membership' will continue to run until such time as you cancel it.

WHAT HAPPENS IF I CANCEL MY COMMITTED MEMBERSHIP EARLY?

You will be invoiced for the remainder of your outstanding membership, your first workout and three further one to one fitness sessions along with an admin fee. Access to facilities will be denied during this period – this time will not be back dated.

Failure to comply with this will result in your details being passed to our Debt recovery department for the collection of outstanding fees. Please note this will have implications on your credit rating.

TERMS AND CONDITIONS FOR ALL DIRECT DEBIT MEMBERSHIPS

HOW DO I MAKE PAYMENTS?

Payments will be by Direct Debit and will be deducted on the 15th day of each month, or nearest working day thereafter should the 15th fall on a weekend or bank holiday, with each payment being made for the month to follow. The council will give one month's notice of any price increases, which are reviewed annually.

WHAT HAPPENS IF MY DIRECT DEBIT IS REJECTED?

In the event that your bank rejects your monthly payment due to insufficient funds, you will be asked to pay this amount at the Leisure Centre and failure to do this will result in a double payment being requested from your bank account in the following month. Payment will be requested in writing within seven days in order for your membership to continue uninterrupted.

WHAT HAPPENS IF WE ARE UNABLE TO COLLECT YOUR PAYMENTS?

In the event of a Direct Debit processing error (i.e. incorrect banking details, insufficient processing time etc), missed payments will need be paid at the Leisure Centre or a double payment will be collected on the next direct debit processing run. If you change your bank details, please contact the Membership Administration team.

REFUNDS AND COOLING OFF PERIOD

Any request for a refund and termination made within the first seven days of joining will be honoured in full provided that no facilities or services have been used. If facilities or services have been used within the first seven days then a deduction for these costs will be deducted from any refund given. **NO REFUNDS CAN BE GIVEN AFTER THE COOLING OFF PERIOD.** Any refunds given are subject to an administration fee of £10.00.

HOW DO I CANCEL MY DIRECT DEBIT MEMBERSHIP?

Direct Debit memberships can only be cancelled by contacting the Membership Administration Team by the 10th of the month either by telephone or email. Once you have contacted the membership team you will be advised to also contact your bank to inform them of the cancellation. No cancellation can be processed at any of the Monmouthshire County Councils Leisure Centres or through social media channels. Please note only the account holder can cancel the direct debit instruction.

NON TRANSFERRABLE

You are unable to transfer the membership to any other person, product or service.

WHAT HAPPENS WHEN I REACH THE AGE OF 18 OR 60?

Your monthly direct debit amount will adjust automatically in the month after you reach your 18th or 60th birthday. We will inform you in writing of any such changes in advance.

CHANGES TO TERMS AND CONDITIONS

These terms and conditions may be amended at the discretion of the Council at any time.

OTHER MATTERS

Security checks on member's details will be carried out at the time of joining the membership scheme. Please note the various timetables may vary from site to site and are subject to change. Monmouthshire County Council reserves the right at its discretion to make changes and amendments to the memberships and may withdraw the scheme at any time. Any member who does not comply with the terms and conditions or displays any inappropriate behaviour towards a staff member, misuse facilities or equipment will have their membership withdrawn. Any change of name and address, other information pertinent to your membership package, or in the event of incident, accident or injury that renders yourself unable to make use of your membership please contact the membership team immediately. You will be able to discuss various options available to yourself in order to fulfil the terms and conditions you have agreed.

A membership card is issued free of charge, however should it be lost or damaged, a fee will be charged for a replacement. Your photograph will be taken at reception for security purposes. Should you lose your card please report to your local Leisure Centre.

Most bookable activities including fitness classes can be booked online up to seven days in advance or at reception on the day of the activity.

All customers, Direct Debit and Annual members must collect a receipt from reception for all bookable activities.

Please refer to each individual centre for specific facilities and timetables

OPENING TIMES

All Leisure Centres are closed on Bank Holidays and statutory holiday periods. Other closure periods or disruption for essential maintenance, facility refurbishments, health and safety and training have been included within the pricing of the membership.

ONLINE BOOKINGS (full T&C's can be found on the online booking site)

As part of your Direct Debit membership you are entitled to book facilities including fitness classes online. You will need your individual membership card to make any online bookings. Most bookable activities including fitness classes can be made seven days in advance.* You will receive an email confirmation once your booking has been made. Any bookings not attended or paid for will be subject to full payment and a restriction being placed on the system until the debt is resolved. Tickets for any bookings must be collected from reception on arrival at the time of the booking. Bookings must be cancelled online and in the event that you are unable to do this you can contact the relevant Leisure Centre direct during opening times. It is your responsibility to cancel any bookings at your earliest convenience. Please check all details are correct prior to submitting your booking.

* Subject to change.

MEMBERSHIP ADMINISTRATION TEAM OFFICE OPENING TIMES

Monday – Thursday 9.00am – 5.00pm
Friday 9.00am – 4.30pm
Telephone: 01633 644800
Email: MonMemberships@monmouthshire.gov.uk