

## **BRADFIELD COLLEGE SPORTS COMPLEX: TERMS & CONDITIONS OF MEMBERSHIP**

- 1). Acceptance of an application for membership is at the absolute discretion of Bradfield Commercial Limited.
- 2). Any member who falls behind in payment for more than 14 days will forfeit his/her membership and will be required to pay any membership debts in order to continue using their membership.
- 3). Subscription fees may be paid monthly by Direct Debit or in full prior to any fixed-term contract.
- 4). Direct Debit subscription memberships:
  - i. The first subscription fee that a member will pay on joining the Complex will be a pro-rata starter payment. Thereafter the normal monthly subscription fee will be payable monthly in advance by Direct Debit on or after the tenth day of each calendar month.
  - ii. All Direct Debit subscription memberships run from the 10<sup>th</sup> of the month through to the 9<sup>th</sup> of the following month.
  - iii. Thirty days' notice in writing must be given for all cancellations/amendments in line with the membership period. All monthly Direct Debit fees due must be paid in full in accordance with the Direct Debit Scheme Guarantee.
- 5) Fixed term Membership contracts:
  - i. All fixed-term contracts must be paid in full prior to the commencement of the Membership Subscription.
  - ii. All fixed-term contracts – 1 month (Students), 3 months, 6 months and 12 months ("Annual contract") are non-refundable.
  - iii. By joining for a fixed twelve-month period ("Annual contract" only), you will receive 1 month free (you will receive 12 months for the price of 11).
- 6). Cancellation:
  - i. Subject to the provisions of the Membership Agreement, a member may cancel their subscription by written request to the Administration Manager of the Complex.
  - ii. For Direct Debit members, thirty days' notice must be given in line with the Direct Debit subscription period, as detailed in 4) ii; all monies due are still required to be paid.
  - iii. All Fixed-term contracts may be cancelled but as per 5) ii, are non-refundable.
  - iv. All membership cards and any unused guest passes must be returned to the Sports Complex by the agreed end date.
  - v. It is the responsibility of the member to cancel his/her Direct Debit with his/her bank on termination of his/her membership. Bradfield Commercial Limited cannot be held liable for any payments processed due to the failure of a member to cancel a Direct Debit.
  - vi. All Starter Payments, Monthly Subscription fees and Annual Payments are non-refundable unless otherwise stated in the full Terms & Conditions.
  - vii. All new members are covered under the 14-day cooling-off period, but notice to cancel must be received before the end of this period for a full refund to be issued. Requests must be in writing to the Administration Manager of the Complex.
- 9). It is the member's responsibility to ensure that he/she is capable of undergoing a routine of exercises provided by any programme that he/she follows or class that he/she attends. Members accept the risk of injury from performing exercises and are advised to consult their doctor prior to beginning any programme or class.
- 10). All members must complete an initial health assessment and supervised instruction session before using the Fitness Room. Returning members will be required to attend a new induction if they are returning from an injury/illness/surgery or report a change in health or if the lapsed period extends 6 months.
- 11). Bradfield Commercial Limited accepts no liability for loss or damage to property of members or guests, nor for injury to members or guest on the Complex premises or in the car park, except in so far as such loss, damage or injury is by law incapable of exclusion.
- 12). Bradfield Commercial Limited reserves the right to close the facilities for any pre-advised period required for annual maintenance, servicing and any renovation work. This is specified as but not limited to the following areas: Swimming Pool, Changing Rooms, Fitness Suite, Dance Studio, Cycling Studio and Sports Hall. Refunds will

not be issued during these periods as advance notice is hereby detailed and factored into all subscriptions sold by Bradfield Commercial Limited. Further notice will be advised to members via the following channels: Internal Posters, Bradfield Sports Complex website and our Ez-Runner APP.

13). Bradfield Commercial Limited reserves the right to change operating hours to members and or close to respect public holidays and events. Advance notice will be given to members via internal posters, our website and our APP only. Refunds will not be issued during these periods.

14). Children:

- i. All Children are allowed to use the pool free of charge from birth up to and including the age of 4. They must accompany a valid adult member (age 18+). From a child's 5<sup>th</sup> birthday, a membership subscription charge will be added to the family membership or a guest fee of £5.00 will be charged.
- ii. Children under the age of 12 must be accompanied by an adult at all times.
- iii. The Complex provides Lifeguard supervision and requests that one adult should not supervise more than 2 Children in the pool at any one time. Juniors may only use the pool unaccompanied when they are over the age of 8 years during specified hours, but the Supervising adult must be vigilant on the Viewing balcony for the duration of the activity.
- iv. Children are eligible to be included in your family membership up to the age of 19 only and living at home or whilst they remain in full-time education/apprenticeships until their 21<sup>st</sup> Birthday (proof of variation to be supplied on application).
- v. All Children will be ineligible from the date of their 21<sup>st</sup> Birthday to be included in a family membership. They will then need to take out their own subscription.
- vi. Student Memberships are available for those still in education.

15). All Members and their guests are respectively asked to follow our etiquette guidelines for Class and Fitness Suite Attendance, particularly observing our current guidelines for mobile phone use. Furthermore, lateness to a pre-booked activity, for example, classes may result in the member/customer being refused entry.

16) Guests:

- i. Members may introduce guests to the Complex so they may use/attend either a Swimming pool session and/or a fitness class. The Gym is excluded from Guest use and remains for members only.
- ii. The correct fee must be paid on entrance and prior to any activity or a valid Guest pass maybe used.
- iii. All Members must accompany their guests to "sign them in" and make the relevant payment. However, members do not need to participate in the activity. Adult-to-child ratio requirements must still be met.
- iv. The maximum number of guests per member per visit is 4 people (including children/infants).
- v. Guest Passes may be issued at the discretion of Bradfield Commercial Limited only. But must be used in strict adherence to their terms and conditions without exception. Passes may be withdrawn without notice at any time.

17). From a Members 65<sup>th</sup> birthday, upon application, a concessionary discount can be applied. It is the members' responsibility to notify Bradfield Sports Complex following their birthday.

18). It is the member's responsibility to always check the Bradfield Sports Complex website to view its timetable prior to all visits. Different timetables are operated during School term-time and School holidays.

19). Bradfield Commercial Limited values inclusion and diversity. It is committed to creating a culture where everyone is treated equally and fairly, ensuring that all our members enjoy our excellent facilities.

Please refer to the full terms & conditions of membership on our website.

[www.bradfieldsportscomplex.co.uk](http://www.bradfieldsportscomplex.co.uk)

Head Members Name.....

Date.....