

IMPORTANT – YOU SHOULD READ THESE TERMS CAREFULLY BEFORE YOU SIGN.

IF YOU DO NOT UNDERSTAND ANY OF THE TERMS AND CONDITIONS BELOW, PLEASE SEE A MEMBER OF STAFF FOR CLARIFICATION.



TERMS AND CONDITIONS OF MEMBERSHIP

1. MEMBERSHIP APPLICATION FORM

All types of AquaEd membership require the relevant fees and an accurately completed Membership Application Form, including the Direct Debit Instruction, which is only used by us in accordance with your chosen type of membership. All joining fees are non-refundable. These Terms and Conditions apply to your membership.

2. PROGRAMMING

SLL (Stevenage Leisure Ltd.) reserves the right to amend the facility's programme at any time but notice will be displayed within the centre a minimum of 10 days prior to any change where possible.

3. MONTHLY MEMBERSHIP

- Monthly payments are made by Direct Debit on or around the specified day of each month.
- SLL reserves the right to refuse payment by direct debit if persistent problems are experienced in obtaining payment by this means.

4. FREEZING

Direct Debit payment will only be suspended on proven medical grounds. In this case the Swimmer can freeze their payment for a period not less than one calendar month and no longer than six calendar months.

The freezing of memberships will be administered by Debit Finance Collections PLC on behalf of Stevenage Leisure Limited.

5. TERMINATION

Members who pay by direct debit, must notify Debit Finance Collections PLC (DFC), in writing. Letters should be addressed to: DFC 16 Davy Ave, Knowlhill, Milton Keynes MK5 8PL. Emails should be sent to DFC at Stevenage@servicetsg.com

Members wishing to cancel shall complete the online cancellation request form. If the member submits a cancellation request before the 20th of the month then they are not required to make any additional payments and their membership will run up to the final day of that month. If the member submits a cancellation request after the 20th of the month then they will have a final direct debit payment to make on the 1st of the following month and then their cancellation will be the last day of that month.

Your final direct debit payment once taken covers a full final month of lessons from the date the final Direct Debit is taken and will not be reduced if a full month of lessons is not attended.

Upon termination of your membership you will be responsible for cancellation of your direct debit arrangements. If there is still a balance due to us you will be required to pay this immediately.

If you are found still using the facility once your membership has been terminated full membership fees will apply.

DFC is also our agent for serving notice and collecting any Termination Payment which becomes due.

Should Stevenage Leisure Limited, as a result of late cancellation collect the next month's payment, the membership will not terminate until the end of the following month.

6. GENERAL TERMS

SLL reserve the right to refuse issue or withdraw Swimming Lessons and cease to provide the benefits under it, to any person who contravenes these terms and conditions or the rules and regulations of the leisure facilities.

Annual price increases will be effective as of the 1st April each year.

All membership cards are non-transferable and only the holder may use the membership card. Anyone found to be using another's membership card will be

prevented from using the facilities. All cards must be presented to our staff at reception on each visit before using the facilities and upon request by our staff at any time. Any loss of membership cards must be reported to us immediately. There is an administration charge of £2 per replacement card. Replacement hats will also be charged as per the centres terms and conditions.

Any associated swimming discounts will cease as soon as the AquaEd swimming lessons have ceased or membership terminated.

7. VALUABLES AND LIABILITY

All lockers and storage facilities are checked regularly. Lockers and storage areas are not to be used for overnight storage and are emptied nightly. In the absence of any clear negligence or breach of any legal duty, we shall not be responsible, or liable to you, for any loss of or damage to your possessions. You must check and monitor the safety of your possessions, which should be at least secured by you within locked lockers provided, if available. We do not however, give any guarantee that the lockers give any form of protection for your possessions and you are advised not to bring valuable items to our facilities.

We will endeavour to ensure that the equipment and facilities are available during the advertised opening hours. We do not accept any liability for non-availability of specific facilities in connection with cleaning, repair, alteration or maintenance.

8. AMENDMENT OF MEMBERSHIP TERMS AND CONDITIONS

We may from time to time amend these terms and conditions and, other than changes in monthly fees, we will display these in reception giving at least 10 days' notice. If you do not find these changes acceptable to you, you may terminate membership prior to the amendment coming into effect.

9. CHANGE OF MEMBER'S DETAILS

You are responsible for providing us with any changes to your details including change of name and address immediately upon the changes occurring. If any changes require a new Direct Debit arrangement you must inform Debit Finance Collections PLC at Stevenage@servicetsg.com

If you fail to inform us of this change in your details or provide us with new Direct Debit Instructions, we may, at our discretion suspend your membership or cancel it. If your membership is cancelled you will need to re-join, paying any applicable additional fees.

10. DEBT RECOVERY

If you fail to pay any amount due under this agreement for a period of more than 30 days, then we may pass the debt to a third party company for collection. Any reasonable costs incurred in employing a third party company will be borne by you including costs in tracing you, should you have changed your address without telling us.

This guarantee should be retained by the payer.

GENERAL DATA PROTECTION REGULATION (GDPR) 2018

All personal data you supply will be kept in accordance with the GDPR 2018. The information collected when you join one of our centres is required to set up, verify and manage your membership and to ensure you get the most benefit from our services.

We will only share your information with trusted third parties for member management purposes and in anonymous reports to funding partners. Your data will not be passed on to any further third parties except where legally necessary.

If you have consented, we will send you occasional promotional communications via your approved method(s). You can opt out of this at any time via links in the communication, by emailing enquiries@sll.co.uk or in writing to our Data Protection Officer, SLL, Stevenage Arts & Leisure Centre, Lytton Way, Stevenage, Herts SG1 1LZ.

For more information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please view SLL's Privacy Policy. You can request a copy at reception or find it on our website.

THE DIRECT DEBIT GUARANTEE

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit scheme.
- The efficiency and security of the Scheme is monitored and protected by your own Bank and Building Society.
- If the amounts to be paid or the payment dates change Stevenage Leisure Limited (SLL) will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Stevenage Leisure Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of the letter to us.

