

# Terms & Conditions

Correct as of May 2017

**All membership applications are at the discretion of enjoyleisure management. enjoyleisure retains the right to refuse an application, terminate a membership or usage without any refund if they consider a user's actions to be unacceptable to other users or members of enjoyleisure staff.**

## General Conditions

Applicable for all Memberships

- **enjoyleisure** sets the prices. Prices are reviewed annually and increases may be applied. A minimum of 14 days-notice will be given prior to any price adjustment.
- An induction course must be completed before access will be granted to the Bodyworks Gyms and Free Weights facilities.
- All exercise activities are undertaken at the user's own risk. Users who have been treated or are currently being treated for a medical condition, are advised to contact their GP prior to undertaking any physical activity.
- The opening hours are displayed at reception and notification will be given of any planned alterations to these times when possible.
- The facilities are available for use by members of the public on a pay and play basis as well as those with memberships.
- Supervision of all areas, at all times, is not guaranteed.
- For safe keeping all valuables and personal property should be secured in the lockers provided. Belongings are left at users own risk.
- For personal safety, users should not use the facilities if under the influence of alcohol or taking contra-indicated or illegal drugs.
- Suitable clothing must be worn when using the facilities.
- All users must follow the guidelines for safe and comfortable use of the facilities, which are displayed in the Centre.

## Venue Contact Details

- |   |                  |
|---|------------------|
| • Aubigny Sports Centre, Mill Wynd, Haddington, EH41 4DB                        | T: 01620 820650  |
| • Dunbar Leisure Pool, Castlepark, Dunbar, EH42 1EU                             | T: 01620 820655  |
| • Loch Centre, Well Wynd, Tranent, EH33 2JX                                     | T: 01875 824140  |
| • Meadowmill Sports Centre, By Tranent, EH33 1LZ                                | T: 01875 619079  |
| • Mercat Gait Centre, Preston Road, Prestonpans, EH32 9EN                       | T: 01875 815483  |
| • Musselburgh Sports Centre, Newbigging, Musselburgh, EH21 7AS                  | T: 0131 6535208  |
| • North Berwick Sports Centre, Grange Road, North Berwick, EH39 4QS             | T: 01620 820730  |
| • Musselburgh Links, The Old Golf Course, Balcarres Road, Musselburgh, EH21 7SR | T: 0131 653 5122 |
| • Winterfield Golf Course, Back Road, Dunbar, EH42 1XE                          | T: 01368 863562  |
| • Brunton Theatre, Ladywell Way, Musselburgh, EH21 6AA                          | T: 0131 665 2240 |

## Specific Membership Terms & Conditions

Please review the terms and conditions relevant to your chosen membership type.

[Leisure Pass](#)

[Swim Ticket](#)

[Fitness Plus and Fitness Membership Scheme](#)

[Get in the Swim, Swimming Lesson Membership Scheme](#)

**enjoyleisure**

Head Office | Musselburgh Sports Centre | Newbigging | Musselburgh | EH21 7AS  
0131 653 5200  [www.enjoyleisure.com](http://www.enjoyleisure.com)  [enjoyleisure.eastlothian](https://www.facebook.com/enjoyleisure.eastlothian)  [@Enjoy\\_Leisure](https://twitter.com/Enjoy_Leisure)

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## Leisure Pass

- Leisure Passes are valid for 12 months from date of purchase.
- Full payment is required at the time of purchase.
- Leisure Passes are for the named person only, and cannot be transferred to any other person.
- Leisure Passes provide 20% discount off selected admission prices at **enjoyleisure** facilities. Discounts may be available on selected performances at the Brunton Theatre, Musselburgh, please contact them directly on 0131 665 2240.
- When more than one person is engaging in the same activity, e.g. squash / badminton / tennis, a minimum of 50% of the participants must have a Leisure Pass card in order to receive the discount.
- When booking coached activities, Leisure Passes must be valid for the full duration of the block of lessons before a discount will be applied. No retrospective discounts will be applied. NB: As of 1<sup>st</sup> September 2017, the Junior Leisure Pass discount will no longer apply to swimming lessons.
- Applications to renew a Leisure Pass can be made in advance.
- Leisure Pass holders must comply with all activity booking and cancellation procedures.
- A photographic **enjoyleisure** entry card will be issued to all Leisure Pass members. Please bring your card with you during every visit and present it at reception on arrival. This card enables us to provide a speedier, more efficient service to all customers.

## Swim Tickets

- A Swim Ticket entitles the holder to 12 swim sessions for the price of 10 at all East Lothian Swimming Pools.
- Full payment is required at the time of purchase.
- A Swim Ticket is valid for 12 months from date of purchase. All swim must be used within this time period.
- An official electronic record of redemptions is held by **enjoyleisure**.
- The named Swim Ticket holder can allocate a swim from their allowance to another user, e.g. friend / family member, providing their guest's admission price is equal to or less than the value of the Swim Ticket held e.g.
  - Adult Swim Ticket holder can allocate a swim to another adult / child / senior.
  - A Child or Senior Swim Ticket holder can allocate a swim to another child / senior.The named Swim Ticket Holder must be in attendance to authorise a guest's swim.
- Swim Tickets allows access to the swimming pool during the stated opening hours. However it does not guarantee access within these times.

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## Fitness Plus & Fitness Membership Scheme

### 1. MEMBERSHIP ENTITLEMENT

- 1.1 **enjoyleisure** members can enjoy access to East Lothian's Bodyworks Gyms, Meadowmill Performance Gym, Swimming Pools, Health Suites and Fitness Classes available at the Sports Centres detailed below. Membership allows access during stated opening hours, but does not guarantee access to facilities within these times. **enjoyleisure** retains the right to restrict access to the facilities for special events or planned maintenance. **enjoyleisure** retains the right to amend this scheme at any time.

### 2. ID VERIFICATION CHECK

- 2.1 In order to safeguard both members and **enjoyleisure** from fraud and identity theft, ID verification checks are required within 7 days of applying for a direct debit membership. You must present one form of Photographic ID, one form of Proof of Address and Proof of the Bank Account that the direct debit will be taken from at any Sports Centre reception within 7 days of taking out a membership. Failure to do so will result in your membership being cancelled.
- 2.2 Approved forms of ID:

Proof of ID	Proof of Address	Proof of Bank Account Ownership
Passport Photo Driving Licence National Identity Card Local Authority Bus Pass Photographic Employee Card	Bank, Building Society Statement Utility Bill / Letter Council Tax Letter Driver's Licence <i>(when not used as photographic ID)</i> Benefits Letter	Debit Card linked to Bank Account Bank, Building Society Statement

### 3. DIRECT DEBIT PAYMENTS

- 3.1 FITNESS PLUS Memberships Fees will be collected on (or as near after) the 1st of the month for a minimum of 6 direct debits, continuing on a rolling monthly basis thereafter, until one month's written cancellation notice is received.
- 3.2 FITNESS Membership Fees will be collected on (or as near after) the 1st of the month on a rolling monthly basis until one month's written cancellation notice is received.
- 3.3 Should a member default on a monthly payment, members will be notified and a cash/card payment will be required for the outstanding balance within 14 days to reinstate the membership. Failure to do so will result in FITNESS memberships being cancelled. FITNESS PLUS members who have yet to complete the minimum '6 direct debit payments' will be suspended and access to the facilities under the membership agreement will be denied until payment has been received. Regardless of membership type, recovery procedures will be instigated to obtain the 30 day notice period as per the membership agreement.

### 4. CANCELLATION POLICY

- 4.1 Cancellation requests for either the FITNESS PLUS or FITNESS membership will not be accepted unless they are submitted in writing, providing one month's notice.
- 4.2 Customers taking the FITNESS PLUS membership option are not eligible for cancellation until **a minimum of 6 direct debit payments** have been collected. As such a minimum of 6 direct debit payments will be requested from your bank account before a cancellation request will be processed. Customers are advised that the first month's cash payment is not considered part of the '6 direct debit payments' required for this minimum term contract option.
- 4.3 Cancellation requests can be sent via email to [memberships@enjoyleisure.com](mailto:memberships@enjoyleisure.com) or by post addressed to **enjoyleisure** Head Office, Musselburgh Sports Centre, Newbigging, Musselburgh, EH21 7AS. We recommend you retain a copy of your cancellation request.
- 4.4 Following a membership cancellation, any future membership applications by the same customer may be subject to review and restrictions may be applied.

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## 5. FITNESS CLASS BOOKINGS

- 5.1 Fitness Classes can be booked up to 7 days in advance in person at the Sports Centre, over the phone or via [www.enjoyleisure.com](http://www.enjoyleisure.com).
- 5.2 Fitness Class Cancellations: if you are unable to attend a class, please contact the Sports Centre by phone or cancel your class booking online providing as much notice as possible. A 15min cut off period applies for cancellation requests made online.
- 5.3 Fitness classes not cancelled prior to the start time, will be subject to a £2 charge for members. If you fail to provide appropriate cancellation notice three times in a row, access to the online booking system will be denied, and all debts must be cleared before another booking can be made.
- 5.4 Please arrive 10 minutes before the start of a class. To respect others, there will be no admission after a class has started.

## 6. PHOTOGRAPHS / KEY FOBS

- 6.1 Your photograph will be taken at the time of application which will be held on our system. This will be used to identify you and prevent any fraudulent use of your account.
- 6.2 You will be provided with an **enjoyleisure** key fob. Please bring this with you during every visit and present it at reception on arrival. This enables us to provide a speedier, more efficient service to all customers.

## Get in the Swim, Swimming Lesson Membership

The below terms and conditions apply to **enjoyleisure's** Get in the Swim Membership Scheme and all aquatic activities associated with this programme.

### 1. MEMBERSHIP ENTITLEMENT

- 1.1 The membership will be held in the participant's name. The membership and its benefits are non-transferable and non-refundable.
- 1.2 Get in the Swim members can enjoy access to:
  - One swimming lesson per week throughout the duration of the **enjoyleisure** lesson schedule.
  - Free swims during public swimming sessions at each of East Lothian's swimming pools.
- 1.4 Membership allows access during stated opening hours, but does not guarantee access to facilities within these times. **enjoyleisure** retains the right to restrict access for the facilities for special events and planned maintenance.

### 2. ID VERIFICATION

- 2.1 In order to comply with banking regulations and to safeguard both the applicant and **enjoyleisure** from fraud and identity theft, the bank account holder must provide the following ID within the first 7 days of membership to authorise the direct debit payments:
  - 1 Form of Photographic ID
  - 1 Form of Proof of Address
  - 1 Form of Proof of Bank Account ownership (that the direct debit will be taken from).
- 2.2 This is a mandatory element of the membership enrolment process. Failure to provide the relevant ID, will result in the membership application being denied and the participant will be removed from the lesson programme.
- 2.3 Accepted forms of ID:

Proof of ID	Proof of Address	Proof of Bank Account Ownership
Passport Photo Driving Licence National Identity Card Local Authority Bus Pass Photographic Employee Card	Bank, Building Society Statement Utility Bill / Letter Council Tax Letter Driver's Licence <i>(when not used as photographic ID)</i> Benefits Letter	Debit Card linked to Bank Account Bank, Building Society Statement

### 3. DIRECT DEBIT PAYMENTS

- 3.1 Membership fees are set by **enjoyleisure** and are reviewed annually. A minimum of 14 days notice will be given to any adjustment of the direct debit payment.
- 3.2 Fees are set against the provision of 45 lessons per year. We aim to deliver 48 lessons per year but this is not guaranteed.
- 3.3 Membership fees will be taken by direct debit from a nominated bank account on (or as near after) the 1st of the month until 28 days written cancellation notice is received.
- 3.4 Should a member default on a monthly payment, members will be notified, and a cash/card payment will be required for the outstanding balance within 14 days to reinstate the membership.
- 3.5 Failure to do so will result in the membership being cancelled and the participant will be removed for the swimming lesson programme with immediate effect.
- 3.6 Recovery procedures will be instigated to obtain the 28 days notice period as per the membership agreement.

### 4. ACCESS TO LEISURE DISCOUNT

- 4.1 Access to Leisure card holders receive a 50% discount on the monthly direct debit membership fee. This discount is subject to the member having a valid Access to Leisure subscription.
- 4.2 Should the Access to Leisure subscription expire / terminate, the monthly membership fee will automatically increase to the standard rate from the next direct debit payment.
- 4.3 It is the member and their parent/guardian's responsibility to ensure that an Access to Leisure subscription is renewed at least 14 days prior to the next direct debit payment date.

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## 5. CANCELLATION POLICY

- 5.1 Cancellation requests must be submitted in writing providing 28 days notice to either a Sports Centre Reception, by post to **enjoyleisure** Head Office, Musselburgh Sports Centre, Newbigging, Musselburgh, EH21 7AS or via email to [memberships@enjoyleisure.com](mailto:memberships@enjoyleisure.com).
- 5.2 On receipt of a cancellation request, participants will be removed from the lesson programme at the end of the notice period. At this point the free swims benefit will also cease.

## 6. REFUND POLICY

- 6.1 Membership fees are non-refundable where the participant has either missed lessons due to illness, holidays or decided to withdraw from the programme altogether.
- 6.2 Consideration will be given where an extended leave of absence is required due to medical concerns. Any requests of this nature should be made in writing to [memberships@enjoyleisure.com](mailto:memberships@enjoyleisure.com).
- 6.3 In unforeseen circumstances **enjoyleisure** reserve the right to cancel lesson(s) at short notice. Every effort will be made to contact participants as soon as possible. **enjoyleisure** will endeavour to rearrange cancelled lessons, however this may not always be possible.

## 7. PHOTOGRAPHS / MEMBERSHIP CARDS

- 7.1 Member photographs will be taken at the time of application which will be held on our system. This will be used to identify them and prevent any fraudulent use of their account.
- 7.2 Members will be provided with a Get in the Swim membership card. Members must register at reception for every visit, presenting their membership card to receive a free swim.

## 8. FREE SWIMS

- 8.1 Get in the Swim Members can enjoy free swims during public swimming sessions at each of East Lothian's swimming pools.
- 8.2 Swimming Pool opening hours will be displayed at reception and notification will be given of any planned alterations to these times where possible.
- 8.3 During public swim sessions, children under the age of 8 years must be accompanied by an adult (over 16) in the swimming pool at all times. A max ratio of 1 adult : 2 children applies.