

Membership Terms and Conditions

These terms and conditions set out the agreement between you and us for the supply of services and constitute an agreement between us and you. Please ensure that you read and understand these as you will be bound by them.

1. Definitions:

- a. “Club” or “Us” “Centre” means the facility owned and operated by Queen Mary’s College (QMC) known as QM Sports Centre (QMSC)
- b. “Member” “You” and “Your” means all members of QM Sports Centre.
- c. “PAR-Q” and “Health Commitment Statement” (HCS) means the physical readiness questionnaire or statement completed by you at the time of your induction.
- d. “Membership Card” means the card given to you at the time of joining, which will include your membership number.
- e. “Management” means the appointed manager of the sports centre or any member of senior QMC staff.

2. Membership

- a. The decision to accept or refuse the application of a potential member shall be at the discretion of the centre.
- b. You must be 18 years or older to sign your terms and conditions contract, if the member is under 18, the document must be countersigned by a parent/guardian.
- c. Management reserve the right to verify or request to see proof of all information given to ensure all details are correct and not fraudulent. Any fraudulent or wrongful information given could result in the membership being cancelled immediately.
- d. Your membership allows you access to the club in accordance with the service or type of product that you have from our membership booklet and selected on your membership details form. Your membership is personal and is non-transferrable.
- e. All members will be issued with a membership card once first payment has been made. This card will remain the property of QM Sports Centre and any fraudulent use of the card will result in the membership being terminated. Refunds will not be issued to the customer should this happen. Membership cards are non-transferrable.
- f. It is a condition of membership that members must agree to have a photo taken for use on our leisure management system.
- g. All members are required to present their membership card at reception before using the facilities.
- h. If a membership card is lost or damaged then a replacement card will be issued for a small fee.
- i. It is the responsibility of the member to ensure that all payments are made and to alert reception immediately should there be a problem. Members remain accountable for fees owed. Members are liable to pay all membership fees irrespective of actual usage of the clubs facilities.
- j. Members suspected of being under the influence of alcohol or banned substances will be refused entry to all facilities.
- k. Members must complete a medical ‘par q’ questionnaire and induction before starting use of the gym. It is the responsibility of the member to ensure any changes to their medical history are communicated to an instructor and that members are not knowingly taking part in activities that may be detrimental to their health. Should an instructor have any concerns (such as blood pressure readings are outside the agreed parameters) members may be asked to provide evidence of approval from their doctor prior to starting exercise.
- l. For the comfort of all our members we kindly request that members read and adhere to the gym etiquette, which is displayed in the fitness suite and changing rooms.

3. Payment of Fees

- a. Certain memberships do not include rights to a use of all facilities. Facilities not included in your membership may be provided at an additional charge.

- b. By completing the membership details form and agreeing to be bound by these terms and conditions you agree to pay all membership and other fees on time.
- c. Your first month's membership fees are collected by us via cash or debit/credit card at the time of joining. Your subsequent direct debit payments for monthly membership fees will be collected from your allocated bank on the First (1st) of the month, depending on your original joining date.
- d. Your membership commences the day that you have specified at the time of joining and therefore, payment for these services are also due from this date.

4. Prices and benefits

- a. Prices and membership benefits are subject to ongoing review and are subject to change. A copy of current prices and membership entitlements are available from reception. The Centre will endeavor to provide a minimum of 1 month notice of any price increases.
- b. Couples discounts are not available for casual memberships. Discounts apply to two people living at the same address, paying from one bank account and joining at the same time. Existing members wishing to change from a 'single' to a 'couples' membership will be required to sign to a new membership accepting current price and benefits.

5. Standing Orders/Direct Debits

- a. Members who opt for a membership payable by Standing Order/Direct Debit enter into a 3 month minimum contract with the Centre; should this be cancelled before the end of the contract period then any outstanding payments owed will be invoiced for.
- b. Direct Debits are operated in accordance with the Direct Debit Terms and Conditions.
- c. Members are responsible for ensuring that all payments are made (see section 1f). If a members' payments lapse, their membership record will be suspended.
- d. Membership cancellations must be received in writing, providing at least 14 days notice. For Standing Orders, the member is wholly responsible for instructing their bank to cancel their Standing Order. We are not permitted to make changes to your Standing Order on your behalf. For Direct Debits, we will cancel the instruction, but the member should also notify their bank.
- e. We strongly recommend that members check their bank statements to ensure that no further payments are made upon canceling Standing Orders/Direct Debits. Members must notify us immediately if any overpayments have been made.

6. Facilities

- a. There are various categories of membership which clearly state what is included in the membership booklet. Any additional activities carry an additional charge. Please ask at reception.
- b. Members who pre book an activity and fail to turn up will be charged the full casual fee for the activity booked.
- c. Badminton: Members can book 7 days in advance and non-members can book 6 days ahead. Courts are hired out for 45 minutes at a time, included in this time is a 5 minute setup/ take down period. Members who are entitled to badminton as part of their membership plan are only allowed to hire out 1 court at any one time slot and a maximum of 2 sessions per day.
- d. The Swimming pool is open to the public and members at designated times. A copy of this timetable can be obtained from reception. Please note that the timetable is subject to change without prior notice.
- e. Free weights room: please ask at reception for current opening times. The free weights room is closed during Power lifting sessions. The free weights room is not supervised and members are not permitted to use the room without a training partner. A maximum of 8 members may use the room at any one time. Members must have received instruction on safe use of equipment prior to use. Please adhere to rules as displayed in the free weights room.
- f. Locker keys for dry-side changing rooms can be obtained from reception on the production of a membership card. Keys must be returned at the end of the workout. Lost keys will incur a charge. The centre cannot be held responsible for personal belongings.

7. Cancellations

- a. The member has the right to cancel any membership, in writing, up to seven days after the joining date. We will refund any monies paid minus £10.00 if already inducted or £5.00 if not inducted.
- b. If a member wishes to cancel their membership after the initial 7 day period they must complete a cancellation request form providing at least 14 days' notice. Cancellation forms are available from reception and must be returned to the Manager. Confirmation of cancellation will be sent to the member for their records.
- c. The Centre reserves the right to refuse entry and terminate membership without notice and with immediate effect if the members conduct is deemed to be inappropriate. A member whose membership is terminated by QMSC will forfeit all member benefits and must return their membership card immediately.
- d. We only offer refunds on medical grounds and when a medical note can be provided. Members should contact the Centre as soon as possible if unable to attend on medical grounds, to discuss the matter.

8. General

- a. We reserve the right to make reasonable alterations to the facilities/services provided.
- b. The Centre closes on Christmas Eve, Christmas Day, Boxing Day, New Years Eve, New Years Day, Good Friday, Easter Sunday and all other Bank holidays.
- c. The Centre reserves the right to close for staff training, repair, refurbishment or other reasonable purpose. Notice will be given where possible but we shall not be reliable for any inconvenience caused.
- d. Refunds will not be given to members for any short term centre or individual facility closures. Including closures during adverse weather conditions.
- e. Parking on the college site is free however we cannot and do not guarantee that spaces will be available. The college can accept no responsibility for theft, loss or damage to vehicles or property.
- f. The membership is an on-going contract until cancelled by either party.
- g. There is a designated smoking area in the college at the rear of the Sports Centre. You are required to respect our policy and are not permitted to smoke in any other area of the college.
- h. A suggestion box is located in the reception area for member comments. If a member wishes to make a complaint they must ask for the Manager. For more serious or unresolved complaints then the member must request a customer complaints form available from reception.
- i. As a member your personal information will be computerised for administrative purposes, including analysis for management purposes and statutory returns. The College is registered under the Data Protection Act.
- j. As a member you must provide information that is correct and this forms part of your membership agreement. Any false information may result in your application being disqualified or terminated.
- k. Your information and contact details may be used for marketing purposes, you can opt out of this service via the email or by informing a member of staff.
- l. We reserve the right to take and use photographs of our facility (which may include you, provided your inclusion is incidental) for press and promotional purposes.

I accept the terms and conditions stated above.

Print Name:

Signed:

Date:

We will try to provide this document in different formats such as larger font sizes, different languages, or a certain colour of paper, on request. Or someone can go through it with you, please ask at reception.