

# One Leisure Memberships

## TERMS & CONDITIONS



In order to allow us to maintain the level of service we ask that all members note and observe the following terms and conditions.

### 1. Usage: PREMIER Membership

The Premier membership package includes use of the following facilities at **ALL** the One Leisure sites in Huntingdon, Ramsey, Sawtry, St Ives and St Neots:

- Unlimited use of **Impressions Fitness Suites**
- Use of **fitness classes** (excludes courses or special events)
- Use of the **swimming pools** for public sessions (excludes lessons)
- Use of **crèche** places for under 5's (maximum of 1 ½ hours per day)

### 2. Usage: SOLO Membership

The Solo membership package includes unlimited use of the **Impressions Fitness Suite** at a **SINGLE** One Leisure site.

### 3. Usage: STUDENT Membership

The Student membership package includes use of the **Impressions Fitness Suite** at a **SINGLE** One Leisure site with last entry at 4.30pm from Monday to Friday and anytime at weekends.

### 4. Usage - AQUA Membership

The Aqua membership package includes use of the **swimming pools** for public sessions at **ALL** the One Leisure sites in Huntingdon, Ramsey, Sawtry, St Ives and St Neots (excludes lessons and aqua classes).

### 5. Usage - HEAT EXPERIENCE Membership

The Heat Experience membership package includes unlimited use of the **heat experience suites** at **ALL** the One Leisure sites in Huntingdon, St Ives and St Neots.

### 6. Impressions Joining Fee

- Membership does not include the Impressions Joining Fee which is available separately.
- Use of the Impressions Fitness Suite is only permitted once you have completed the induction programme which is part of the joining fee.
- The Impressions Joining Fee includes a TechnoGym Wellness Key. There is a replacement fee for a new key if damaged or lost.
- Returning members wanting to use the Impressions Fitness Suite who have had an absence of two years or longer will need undertake a new induction which will incur a new joining fee.

### 7. Restrictions

- It is compulsory to have a photo ID entered onto the One Leisure computerised booking system otherwise entry will not be permitted.
- You must carry your One Card card with you at all times. If you do not have your card you will be refused entry or asked to leave.
- Only children of parents/guardians who are on the Premier membership can be left in the crèche. Parents/guardians must remain on the One Leisure premises at all times whilst their child is in the crèche.
- Use of the Heat Experience Suites is restricted to members aged 18+.
- Maximum capacity restrictions apply for all activities and facilities so membership cannot guarantee entry.
- One Leisure reserves the right to withdraw membership with no refund under the following circumstances:
  - Sharing of membership cards (legal action will be taken against anyone sharing membership cards)
  - Infringement of the terms and conditions listed above
  - Infringement of the One Leisure Regulations
  - Behaviour or conduct likely to cause offence or distress to others
  - Behaviour or conduct likely to be hazardous to self or others

### 8. Bookings

- Bookings must be made by the One Card holder, in the name of the One Card holder and to only be used by the One Card holder. Legal action will be taken against anyone sharing membership cards.
- You must book in prior to using each activity (including the gym, swimming pool and crèche).
- Bookings for any activity that is chargeable must be paid at the time of booking.

- Memberships may not be used in conjunction with any private or club booking.
- One Leisure booking procedures apply.

### 9. Charges

- If you book an activity and do not turn up or cancel late, this will be charged at the casual rate and you cannot use your membership until the outstanding arrears are cleared. This includes activities if included as part of your membership (e.g. fitness classes and crèche).
- Memberships must be paid up to date to make use of the membership otherwise all activities will be charged at the casual rate.

### 10. Annual Membership Subscriptions

- An annual membership is a subscription that requires an upfront payment which covers a period of 12 consecutive months.
- Annual memberships are non-refundable (see below) and are a commitment of membership for the 12 month period.
- The following reasons for cancellation of an annual can be accepted and qualify for a refund:
  - Relocation with proof of relocation
  - Health reasons with evidence from the GP
- If a refund is required an administration fee will be added.

### 11. Business Membership Subscriptions

You will need to provide a payslip from the last 3 months or ID card from your place of employment as proof you are entitled to the business discount and updated proof every 12 months from the original date of joining. We reserves the right to transfer the membership to the standard price in the absence of such proof.

### 12. Student Membership Subscriptions

If you are aged 18+ you must provide a letter from your place of education as proof that you are in full time education and for any subsequent academic year (1st September to 31st August) you must provide updated proof at the beginning of each academic year. We reserve the right to transfer the membership to the Solo price in the absence of such proof.

### 13. Changing membership packages

- By joining One Leisure you can choose the monthly plan to suit your usage and are free to change your package at any time should you wish (direct debit only / next direct debit).
- If you were on a membership package prior to 1st April 2015 and you choose a Premier, Solo, Student or Aqua membership you cannot revert back to your previous membership.

### 14. Freezing membership packages

- Members can freeze their membership for health reasons only with evidence from the GP or at the discretion of centre management.

### 15. Termination of Direct Debit membership

- We require 30 days notice in writing for termination of membership.
- A cancellation reason will be requested to monitor our performance.

### 16. Miscellaneous

- It is at the discretion of One Leisure to close or alter the opening times of the centre.
- Bank holiday closures are at the discretion of One Leisure, please note refunds will not be provided for bank holiday closures.
- One Leisure reserves the right to alter activities, facility provision and programmes without notice.
- The monthly direct debit and annual membership are eligible for price reviews and members will be notified of these in advance.
- It is the responsibility of members to ensure their contact details (name, address, telephone and email) are kept up to date.
- If you are not wearing appropriate clothing or footwear for the activity we reserve the right to remove you from the activity.