

## TERMS AND CONDITIONS OF MEMBERSHIP

1. Valley Leisure Limited will refund all membership monies in full within the first 7 days of a membership if a new member is not fully satisfied with the service provided.
2. Lump Sum memberships are valid for a period of 12 months and are non refundable.
3. Where the selected payment option is by Direct Debit monthly installment plan, membership will continue to run month on month unless cancelled by a member. Any monies paid prior to cancellation are non refundable.
4. A starter fee is payable by all new members purchasing Direct Debit or Lump Sum fully inclusive membership. A member who rejoins after 3 months of cancelling or failing to renew their membership will be required to pay the starter fee.
5. A member's card is not a means of free entry to the centre. All relevant fees must be paid prior to undertaking any activity not included within the membership type.
6. Casual bookings may be made up to 7 days in advance. No guarantee can be given by the company as to the use or availability of equipment and facilities. The company reserves the right to limit the number of bookings in respect of any activity.
7. Failure to honour a booking, with less than 24 hours prior notice, will require payment to be made for the booking. Continual failure to attend and pay for bookings may result in suspension of membership and this includes all membership types.
8. The company reserve the right to specify on what days and what times, entry to the centre and the use of its facilities and equipment, will be available to members. Also they have the right to declare facilities and equipment unfit for use and decide opening and closing times of the centre and for each facility within it.
9. Valley Leisure Ltd. reserves the right to close all or sections of its sites due to maintenance or development work without refund of fees paid and after giving members 14 days notice in advance.
10. Members must abide by the Centres admissions policy.
11. A membership card is non transferable and shall not be used by any other person other than the member to whom it was issued.
12. The company accepts no responsibility for the property of members using the facilities.
13. Valley Leisure Limited reserve the right to amend the terms and conditions at short notice to reflect changes in the strategic operation of the centre. If this should become necessary, then 7 day's notice will be given to members.
14. Members electing for membership by the Direct Debit installment Plan may cancel their membership giving 30 day's notice and completion of a cancellation form. A cancellation fee of £40.00 is applicable during the first year of membership. Failure to abide by the cancellation policy may lead to legal action being taken if appropriate. Valley Leisure Ltd reserves the right to change the amounts to be paid and the payment dates. Should the company wish to implement the change members will be notified in writing at least 14 days in advance.
15. Members failing to abide by the above terms and conditions may have their membership suspended or withdrawn.
16. Any customer complaints with regards our consumer credit activities should be put in writing and sent to The Membership Administrator. Your complaint will be acknowledged within 5 working days. The customer reserves the right to refer any unresolved dispute to the Financial Ombudsman Service.