

# Teignbridge Leisure Membership Agreement

This form constitutes a membership agreement between the named person and Teignbridge Leisure.

Please make sure you read the terms and conditions before signing. Please write in block capitals.

Registered Office: Teignbridge District Council, Environment & Leisure, Forde House, Brunel Road, Newton Abbot, Devon, TQ12 4XX

## CHOOSE YOUR MEMBERSHIP:

Membership	Concession	Age	Payment	Type
Jam Packed <input type="checkbox"/>	Student <input type="checkbox"/>	Adult <input type="checkbox"/>	Direct Debit <input type="checkbox"/>	New Agreement <input type="checkbox"/>
Jam Packed Temporary <input type="checkbox"/>	Concessionary <input type="checkbox"/>	Junior <input type="checkbox"/>	Annual / Single <input type="checkbox"/>	Upgrade / Change <input type="checkbox"/>
Aquacize <input type="checkbox"/>	Concession Type:			New Mandate <input type="checkbox"/>

Start Date		1st DD Collection date	
First Payment	£	Monthly DD Payments	£
Joining Fee	£	DD will be taken on the 1st working day of the month.	

Title		Address 1	
First Name		Address 2	
Last Name		Town	
D.O.B		County	
1st Contact no.		Postcode	
2nd Contact no.		Email	

## MARKETING PREFERENCES:

As well as your normal membership correspondence, from time to time we'd like to send you our latest news and offers. Please tick yes or no to tell us if you would like to receive news and special offers from Teignbridge Leisure. Yes  No

## I HAVE READ AND AGREED THE TERMS AND CONDITIONS OF THIS AGREEMENT:


Sign		Parent / Guardian Name	
Parent / Guardian (if member is under 16)			
Date			

## INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

To The Manager (Bank/Building Society)	Name(s) of Account Holder(s)
Address:	
Postcode:	Bank/Building Society Account Number
Originations Identification Number	Branch Sort Code
<b>9 7 3 2 8 6</b>	
Originations Reference Number	<b>Instruction to Bank or Building Society</b>
<b>TDC</b>	Please pay Teignbridge District Council from the account detailed in the instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Teignbridge District Council and if so details will be passed to my Bank/Building Society.
For Teignbridge District Council Office use only. This is not part of the instruction to your Bank or Building Society	Signature
	Date

**Direct Debit Guarantee (retain for your records)**

- \* 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 or Building Society.
- \* If the amounts to be paid or the payment dates change, Teignbridge District Council will notify you 10 days in advance of your account being debited or as otherwise agreed.
- \* If an error is made by Teignbridge District Council or by 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 this letter to us.



**STAFF USE**

Bank Details Checked  Staff Name (PRINTED): .....

Date ..... Facility .....

# Teignbridge Leisure Membership Terms & Conditions



## GENERAL

1. Your membership card benefits apply across all Teignbridge Leisure Facilities and must be presented at reception on every visit.
2. All activities are subject to availability and Teignbridge Leisure reserve the right to cancel, amend, suspend or withdraw classes and / or activities at any time. Opening hours may vary around holiday periods.
3. Membership fees are non-refundable and non-transferrable.
4. Facilities may become unavailable, e.g. due to adverse weather or planned maintenance etc. These will be advertised prior to closure where possible, and you will be encouraged to use our alternative facilities. Refunds will not be made if other facilities are available unless the closure exceeds a two-week period.
5. If you are receiving a membership concession, you will need to validate this every six months by providing evidence of current continued entitlement as follows:
  - 5.1. *Students 16 years old plus - NUS Card or official confirmation of full time education.*
  - 5.2. *60 years plus individuals*
  - 5.3. *Eligibility for concessionary rate – that you are in receipt of any of the following benefits: Foster Carers, Housing Benefit, Council Tax Support, Employment & Support Allowance (income related or support component), Job Seekers Allowance (income based), Disability Living Allowance, PIPS, Attendance Allowance, Carers Allowance, Severe Disablement Allowance, Industrial Injuries Disablement Allowance, Income Support, Incapacity Benefit or Children in Care.*
6. Teignbridge Leisure reserve the right to amend the Terms & Conditions however reasonable notice will be given. Our latest version of the Terms & Conditions will be available on the website.
7. All correspondence regarding your membership should be in writing and sent to: Leisure Admin, Newton Abbot Leisure Centre, Highweek Road, Newton Abbot TQ12 2SH or emailed to: [leisurememberships@teignbridge.gov.uk](mailto:leisurememberships@teignbridge.gov.uk)

## JOINING

8. The Direct Debit agreement is a legally binding contract between you and Teignbridge Leisure. It represents a commitment by you to remain a member for at least the minimum term and pay all membership fees due.
9. A joining fee is payable when taking out a membership. If you cancel and wish to re-join at a later date, you will be required to pay the fee again.
10. All Direct Debit memberships are for a minimum six month contract period and will automatically continue until cancelled.

## BEING A MEMBER

11. Teignbridge Leisure will allow you to change to a new Direct Debit membership within the minimum term agreement. A new signed agreement will be required and a new six month minimum term will apply.
12. When a Junior member reaches the age of 16, the membership continues automatically changing to a full price Adult package and the direct debit amount amended to reflect this unless you notify us to cancel the membership or that you are eligible for concessionary rate.
13. A £12.50 charge will be made for all failed Direct Debit collections.
14. Failure to pay all applicable charges will result in debt recovery actions being invoked.
15. Memberships will only be suspended on proven medical grounds, or at the discretion of the Leisure Manager. Suspensions must be for full months. Only one suspension is permitted within any twelve month period. The Direct Debit must not be cancelled during your suspension, as payments will need to re-start on your return to active membership.

## CANCELLING

16. From signing there is a 14 day cooling period where you may cancel this agreement.
17. Notice of cancellations must be in writing to the Leisure Admin Team. Please refer to point 7 for the address.
18. The earliest cancellation date will be the end of the payment period in which the six-month term expires. After the six months this contract will continue to roll.
19. All memberships will run to the last day of the month.
20. Notice of cancellation must be given and made prior to the 16th of the month. You must not cancel the Direct Debit instruction until this notice period has expired as all payments due within the notice period must be made. It is your responsibility to ensure you have given Teignbridge Leisure effective notice.

## ATTENDANCE & FAIR USAGE POLICY

21. Members who fail to attend on three occasions within a 30 day period will lose their 10 day booking privileges for a month.
22. Teignbridge Leisure reserves the right to levy an additional fee should a member/non-member fail to attend any activity reservation they have made. This fee will be at the standard price applicable.
23. When booked into a class or activity, you must arrive for the advertised start time; otherwise you may lose your place. Instructors reserve the right to refuse entry to late arrivals.
24. Notice of cancellation must be given at least 24 hours prior to the booking otherwise a fee will be retained for non-members and applied to members' accounts of the standard price of the activity.
25. Teignbridge Leisure reserve the right to limit class attendees when two of the same classes are consecutive in the timetable and the demand outweighs available capacity.
26. A gym induction must be completed prior to usage of the Fitness Suites.