

# Membership Terms & Conditions

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

- enjoyleisure sets the prices. Prices are reviewed annually and increases may be applied. A minimum of one month's 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.
- Memberships allow use of the facilities during stated opening hours. However a membership does not guarantee the holder access to these facilities within these times.
- The facilities are available for use by members of the public on a pay and use 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.
- enjoyleisure retains the right to restrict access to the facilities for special events or planned maintenance.
- enjoyleisure retains the right to amend all membership schemes at any time.

## LEISURE PASS SCHEME

- 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.
- 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.
- As of 1<sup>st</sup> September 2017, the Junior Leisure Pass discount will no longer apply to swimming lessons.

## 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)

## 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.

## FITNESS PLUS & FITNESS MEMBERSHIP PACKAGES

### Membership Entitlement

- 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.

### ID Verification Check

- 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. A full list of accepted forms of ID is available to view under Memberships on [www.enjoyleisure.com](http://www.enjoyleisure.com).

### Direct Debit Payments

- 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.
- 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.
- 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.

### Cancellation Policy

- Cancellation requests for either the FITNESS PLUS or FITNESS membership will not be accepted unless they are submitted writing, providing one month's notice.
- 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.
- 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.

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- Following a membership cancellation, any future membership applications by the same customer may be subject to review and restrictions may be applied.

### **Fitness Class Bookings**

- 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).
- 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.
- 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, you will not be able to book another class until all debts have been cleared.
- Admission to Classes: Please arrive 10 minutes before the start of a class. To respect others, there will be no admission after a class has started.

### **Photographs / Key Fobs**

- 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.
- 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.

### **MEMBERSHIP QUERIES**

- If you have any queries with regards to your Leisure Pass, Swim Ticket, Fitness or Fitness Plus Membership please contact the **enjoyleisure** Head Office on 0131 653 5210 or email [memberships@enjoyleisure.com](mailto:memberships@enjoyleisure.com)

### **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 |

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