

# Impington Sports Centre/Witchford Sports Centre – MET Living Ltd

MET-Living is the legal entity that manages the Sports Centres. Your membership agreement is therefore made with MET-Living Ltd.

Important Notice – The Applicant is advised to read the whole of this agreement carefully and retain for future reference.

## A. Health & Fitness Considerations

1. The applicant will be responsible for monitoring his/her physical condition throughout the use of the facilities. Should any unusual symptoms occur the applicant must immediately refrain from any further participation until otherwise instructed by a doctor.
2. If deemed necessary by the Sports Centre fitness instructor, the applicant shall obtain at his/her own expense written confirmation from his/her own General Practitioner (GP) that he/she is in good health and capable of taking part in the exercise programme.
3. The applicant uses the facilities entirely at his/her own risk.

## B. General Membership Conditions

1. All applicants must be in possession of a membership card to use the facilities at the Sports Centres.
2. If an applicant does not bring their membership card to the Centre, the Sports Centres has the right to refuse entry.
3. In the event of a membership card becoming lost, stolen or unusable due to damage a replacement card must be purchased from reception. The applicant will not be able to use the facilities until the card is replaced. Annual and Direct Debit members are entitled to a free replacement. All cards will remain the property of the Sports Centres.
4. A membership card is not transferable. The applicant must not allow anyone else to use his/her card. Cards being used by anyone other than the authorised member will result in that members membership being cancelled and the member being excluded from using the facilities and any events held at the centre. No refund fee will be made in relation to the membership.
5. The Sports Centre Management reserves the right to reject any application or withdraw without refund any membership in the event of failure to comply with these Terms and Conditions of membership or the Sports Centre rules.
6. The Sports Centre Management, reserves the right to change the terms and conditions of membership and admission to the Sports Centre. The right is also reserved to withdraw various types of membership, change opening hours and change activity timetables (Swimming, Fitness Class Programme, Facility availability times). Any changes will be posted in reception. The Sports Centres will make no refunds when this occurs.
7. Prices will be reviewed at least once annually. Information will be posted in reception and on our website regarding any price changes.
8. A member with outstanding account arrears must pay them in full before they can be reinstated into the membership scheme. Use of the facilities will not be allowed until the balance is settled in full.
9. On receiving a membership card a photograph will be taken by the front of house team to validate your card (persons age 18 & over only).
10. Regulations for individual facilities must be strictly adhered to at all times.
11. Refunds for annual members who wish to cancel their membership are not available unless in the event of prolonged illness, where an individual is incapacitated for a certified period of at least 28 days. The membership will be extended for the period of incapacitation. A doctor's letter of proof of prolonged illness or incapacitation will be required before any extension is considered.
12. No extension to membership or refunds will be provided in the event of building closure or incidents which render the facility closed.
13. For security reasons, and for the benefit of other users, all lockers must be vacated by the end of each visit. All lockers will be checked and emptied at the end of every day and any contents disposed of for security reasons. This policy is adopted for users safety and security and is of prime importance in the Centre's operation.
14. The Sports Centres reserves the right to close on all Bank Holidays.
15. Members must agree to all of the Sports Centres' rules, terms and conditions.
16. Members must provide correct joining information and may be asked to provide photographic proof of I.D., age and address. If false information is provided then the membership will be cancelled with immediate effect.
17. Concessionary members are required to show proof of their eligibility on initial joining for all memberships and thereafter every six months to continue receiving it. Members must inform the Sports Centres of any change in circumstance affecting his/her eligibility for the membership type he/she holds. Failure to do so will result in the membership being revoked.
  - a) Student concessionary rate is only eligible with a full time course acceptance letter.
  - b) Disabled concessionary rate is only eligible when evidence can be provided in accordance to current government guidelines.

## C. Direct Debits

1. Monthly Direct Debits are for a minimum of 1 month starting from the first actual Direct Debit payment from your bank. This does not include your interim payment.
2. To set up a Direct Debit the member must provide photographic I.D. to confirm their identity and also a bank statement or bank card of the account that will be used.
3. Customers must provide full bank details including the address of the bank or building society of a valid account which accepts Direct Debit payments.
4. If the account used to pay the Direct Debit is not that of the account of the member – the account holder must be present at reception when the Direct Debit is set up. Any changes to the membership type will need to be made at reception with the account holder present.
5. The monthly Direct Debit membership can only be paid by Direct Debit and NOT by Cash, cheque or Card Payment.
6. Failure to pay an agreed Direct Debit monthly payment will result in the membership lapsing. In this case, he/she will not be allowed to use the applicable facilities.
7. If a Direct Debit payment fails on two consecutive representations to your bank account the option of Direct Debit payment will be withdrawn to that member. Where, in the opinion of the Centre Management the Direct Debit service is being misused by a member, the option to pay by Direct Debit will be withdrawn to that member. The Sports Centres has the right to refuse any Direct Debit payment request accordingly.

8. Direct Debit members eligible for the 60+ concessionary rate will have their membership transferred automatically. For members whose birthdays are after the 26th of the month this change will apply for the following month Direct Debit.
9. Monthly Direct Debit members who wish to cancel their Direct Debit Membership must provide one calendar months' written notice from their last direct debit payment by way of either an email to [cancellations@vc.tmet.org.uk](mailto:cancellations@vc.tmet.org.uk) or complete a cancellation form at Reception. When completing a cancellation form you will be provided with a copy of your form which you would be required to produce in the event of a dispute. The written notice MUST be received up to & including the eighth day of the month for your membership to expire at the end of that month. Should we receive cancellation after the eighth day your notice will take effect from the first day of the following month following our receipt of your request to cancel. Direct Debits will show on your bank statement as MET Living Ltd.
10. If a member does not follow the cancellation procedure in point 9 and cancels the Direct Debit payment at their bank the member will be liable to any outstanding membership fees.
  - i. When your cancellation has been confirmed by a Sports Centre member of staff your Direct Debit must be cancelled at your bank **after** your last payment has been made.

## D. Fitness Studio Usage

1. As part of your joining fee - the Sports Centres provides an induction session explaining how to use each item of fitness studio equipment safely and properly. It is recommended that all new Members undertake an induction either in club or online upon joining. Members may elect not to participate in an induction. By joining you agree not to use equipment until you are satisfied that you are competent to do so. Whether or not any Member has undertaken an induction, if a Member is uncertain how to use a piece of equipment in a safe and proper manner, they should ask a member of staff on duty for proper instruction of how to do so. You will be fully aware of and understand the potential risks associated with physical exercise and are voluntarily partaking in these activities with a knowledge thereof.
  - i. Appropriate clean clothing and footwear must be worn in the Fitness Studio.
  - ii. Where fitness classes or Fitness Studio sessions have been booked by casual members, cancellations MUST be made giving 24 hours notice otherwise payment will be liable in FULL. Annual and Direct Debit members booking and not attending a Group Exercise class will incur a strike on your account. Three strikes in one month will lead to a 7 day ban from classes. The cancellation cut off is 4 hours prior to the start of the class.
  - iii. Impington Fitness Studio capacity is 50 people, Witchford is 12. No further admissions will be taken when this limit is reached.
  - iv. The loading of additional weights onto the resistance machines is prohibited.
  - v. Free weights are to remain in the matted/designated area at all times and be returned to the racks after use.
  - vi. No open cups or food to be taken into the Fitness Studio.
  - vii. Improper use of equipment is prohibited and we reserve the right to terminate use of the Centres with immediate effect if doing so. This includes but is not limited to dropping weights.
  - viii. The Group Exercise Timetable and Instructors are subject to change at any instant.

## E. Thermal Spa

1. All users of the Thermal Spa must be over 18 years old and a member of Impington Sports Centre.
2. Swimming costumes must be worn at all times in the Thermal Spa.
3. Casual / Direct Debit / Annual members who wish to use the Thermal Spa must use their swipe card to enter the Thermal Spa area. No individual will be allowed to use the Thermal Spa without a swipe card.
4. For hygiene reasons members are required to use a towel to sit on when using the Sauna.

## F. Sports Centres Rules

1. Members must adhere to the Sports Centre rules and follow advice/direction provided by the staff.
2. Admission is always subject to the relevant facility operating at a safe capacity.
3. Members are required to wear the appropriate attire at all times. Members perspiring excessively are advised to take the appropriate steps to prevent it affecting other members' use.
4. Members are required to behave in a considerate manner towards other users and staff. Verbal or physically abusive behaviour will not be tolerated along with the failure to follow staff instruction. Behaviour of this kind will lead to a suspension or ban from using the facilities. No refund fee will be made on prepaid memberships in this instance.
5. Sports Hall Bookings, all casual bookings must be paid for in advance and have a 24hr cancellation notice. All bookings start on the hour and include setup & take down of equipment within the timeslot.
6. Members are required to pay for all activities outside their membership option and must have a valid ticket to participate in the activity.
7. The Sports Centres and their surrounding area, are no smoking facilities.
8. There is a strict policy on the use of Photography & Video equipment including Mobile Phones throughout the centre (copy available at Reception)

## G. General

1. The Sports Centres shall not be liable to any loss, damage or theft of any personal property belonging to the applicant occurring on the premises. The Sports Centres will not be responsible for any accident or injury suffered on site.

## H. Adult Learning T&C's

1. Adult Learning Terms and Conditions can be found at <https://www.impington.cambs.sch.uk/impingtonadultlearning>.

## Data Protection Statement

Your personal data is kept secure in accordance with the General Data Protection Regulation 2016 in connection with the purpose of monitoring, assessing, delivering & meeting your needs and expectations safely, morally, equitably and legally in accordance with the constitution and policies. We will not disclose any of your details to any other party. Please see our Privacy Notice for more details, which is available on our website or in Reception.