

## TERMS AND CONDITIONS

1. These terms and conditions cover Health and Wellbeing membership of YMCA Wimbledon, YMCA Surbiton, YMCA Hawker, YMCA White House and Hampton Pool (YMCA SPG H&W).
2. By being a member YMCA St Paul's Group H&W members accept and agree to be bound by these terms and conditions. YMCA St Paul's Group (YMCA SPG) reserves the right to alter the rules, fees and membership prices and available facilities at any time and for any reason. Any changes will be published on the YMCA SPG and Hampton Pool websites and at the YMCA SPG H&W Centres.
3. Terms & Conditions of membership are for age 16 and over. If someone is between 16 - 18 years of age a parent or guardian signature will be required.
4. A membership card is issued on joining. Members are required to produce their membership card upon each visit. YMCA SPG retains the right to prevent access to anyone not able to present a membership card. Membership cards shall remain the property of the YMCA SPG H&W at all times and must be returned to YMCA SPG H&W upon termination of membership.
5. Loss of Membership cards must be reported immediately. A replacement card will be issued as quickly as possible on payment of a £5 fee.
6. Your membership is personal to you and you cannot transfer it to another person and it is not refundable. YMCA SPG H&W reserves the right to refuse applications and renewal of membership and terminate any membership. In the case of membership being terminated, it shall be at the sole discretion of YMCA SPG H&W as to whether any of the membership fees is refundable.
7. Monthly memberships run for a full calendar month and must be paid for the full month; there should not be a break in payment.
8. Cancellation of membership paid by monthly direct debit must be submitted in writing by the member both to their Bank and the Membership Department no later than the 4th of the month. For example if you cancel your membership (by submitting this in writing) on the 4th May your membership will terminate on the 31st May. If you cancel your membership on the 5th May your membership will terminate on the 30th June.
9. You may cancel your membership for any reason within 14 days of joining. This is called the cooling-off period. If you choose to cancel within these 14 days, you will receive a full refund of any fees paid. If you want to cancel your membership within the cooling-off period this needs to be submitted in writing to the Membership Department.
10. If you cancel your membership and wish to re-join at a later date, a joining fee will be charged. (This does not apply to swimming memberships).
11. Membership can be frozen once a year from 2 to 6 months free of charge. A cancellation / freeze form can be obtained from reception.
12. Subject to point 13 below, Members of YMCA Wimbledon, YMCA Surbiton, YMCA Hawker and YMCA White House are able to access all other YMCA SPG Centres. Details can be found on YMCA SPG Website.
13. If you are a Hampton Pool member, YMCA Wimbledon Loyalty member or a YMCA Wimbledon Annual Member you have to pay to use other YMCA SPG H&W facilities.
14. YMCA Wimbledon Loyalty membership: If you have opted for the Wimbledon Loyalty membership you will need to make a minimum of 6 direct debit payments as this is a 6 month committed membership.
15. If you hold a Duo membership (Join with a friend or colleague and pay by one direct debit) and your friend or colleague cancels their membership and they are the direct debit payer, another friend or colleague will need to be allocated to continue the Duo membership and a new direct debit form will need to be completed.
16. The time at which any or all of the facilities shall be available is at the entire discretion of YMCA SPG H&W. Any or all of the facilities may be closed for essential maintenance work, special functions or for any reasons which YMCA SPG H&W may deem necessary. YMCA SPG H&W will at times endeavour to give reasonable notice of the above.
17. YMCA SPG H&W accepts no liability for any illness or injury resulting from or caused by members' use of the facilities however it may have been caused. YMCA SPG H&W accepts no liability for any illness or injury from over exertion, aggravation of or precipitation of any medical condition caused by use of the YMCA facilities. All persons use the YMCA facilities on the express understanding that it shall be at their own risk and members are strongly advised to seek medical advice before they begin any exercise at YMCA SPG H&W.
18. Members should not use the YMCA SPG H&W facilities whilst under the influence of alcohol or tranquilisers. Those with diabetes, heart disease, high/low blood pressure or any other medical condition which might be affected by using the YMCA SPG H&W facilities or programmes should seek guidance from their GP as to the advisability of them using the facilities.
19. For health and safety reasons, use of YMCA SPG H&W gym facilities is only permitted after completion of an initial fitness assessment.
20. When using the facilities, members must ensure they are appropriately dressed.
21. No responsibility will be accepted by YMCA SPG H&W for the loss or damage to property or valuables belonging to any member, even those which may be left in the lockers provided.
22. Payment for courses or outings (where applicable) must be made at the time of booking. Places cannot be reserved without full payment in advance.
23. Members must at all times comply with any direction which the YMCA SPG H&W staff may give to aid the safe and smooth operation of the fitness facilities and the convenience of all members generally.
24. Members are entitled to 15% discount in YMCA SPG H&W restaurant/café facilities for which they are required to produce their membership card.
25. YMCA SPG H&W fully endorse and adhere to the principles of data protection, as set out in the Data Protection Act 1998. All information will be treated as confidential and will be held securely for analysis and retrieval purposes in recognition of its confidential nature. We do not sell Information about our members to others. It may be accessed by our authorised YMCA SPG H&W staff as well as third party service providers performing work on our behalf, but they may not use it for other purposes. Unless we are legally required to do so, it will not be disclosed by any third parties without your consent. We may write to you to keep you updated on future events and promotions.
26. YMCA SPG H&W aims to provide the highest standards of service to all who use our services. We accept that, from time to time, things go wrong and complaints need to be made. A copy of our complaints policy can be found on our website or can be requested from reception at any of our sites.

ANY DISPUTE OR DIFFERENCE WHICH MAY ARISE WITH REGARD TO THE INTERPRETATION OF THESE RULES SHALL BE DETERMINED BY THE CHIEF EXECUTIVE OF THE YMCA ST PAUL'S GROUP.

Last updated 13th January 2016.