

East Dunbartonshire Leisure & Culture Trust Terms & Conditions of Membership

1. Introduction

To help you get the best out of East Dunbartonshire Leisure & Culture Trust Centres and to fully understand our responsibilities to you and your responsibilities to us, please read these terms and conditions carefully.

These terms and conditions apply to membership of any of the following East Dunbartonshire Leisure & Culture Trust Centres:

- a. Allander Leisure Centre;
- b. Huntershill Community Sports Hub;
- c. Kirkintilloch Leisure Centre; and
- d. The Leisuredrome.

2. Definitions

“Administration Fee” means an administration fee payable to the Trust at the beginning of your membership. You can get details of the administration fee from the Centre;

“Centre” means any centre operated by the Trust and shall include Allander Leisure Centre, Huntershill Community Sports Hub, Kirkintilloch Leisure Centre and the Leisuredrome;;

“Kiosk” means a kiosk at the Centre;

“Reception” means a reception at the Centre;

“The Trust” means East Dunbartonshire Leisure and Culture Trust, a company which is a charity (Scottish Charity Number SC041942) incorporated under the Companies Acts with registered number SC389516 and having their registered office at Kirkintilloch Town Hall, Union Street, Kirkintilloch, Glasgow G66 1DH;

“We” and **“Us”** means the Trust;

“You” means the lead member;

3. Applying for membership

In order to become a member, you must submit your completed application form to the Reception. Please allow up to 14 days for your application to be processed.

Please note that the Trust reserves the right to reject an application.

4. Membership options

12 Month Membership

- a. Your membership will begin on the date of payment of the Administration Fee.
- b. Your membership will run for a period of 12 months.
- c. You are entitled to cancel your membership at any time after twelve months on providing the Trust at least one full calendar month notice in writing.

Month to Month Membership

- a. Your membership will begin on the date of payment of the Administration Fee.
- b. You can cancel your membership at any time after one month of membership on providing the Trust at least one full calendar month notice in writing.

Membership continuation following 12 payments.

Following 12 payments, your membership will continue on the same monthly rate on a rolling month to month basis with no further contract. Monthly membership rate may be subject to annual 1st April price increases.

5. Starting your membership

You will need to pay the Administration Fee when you join.

You can change your mind about joining. To do this you must give notice in writing within seven days from the date of your membership application.

6. Payment methods

Annual payment

- a. Your annual membership fee is paid in one single payment each year and covers the year to come.
- b. Refunds for memberships paid annually will only be made in exceptional circumstances on a pro-rata basis at the discretion of the Trust.

Monthly via Direct Debit

- a. Your membership fees are due on the 5th or 20th of each month, or next banking day, and cover that month.
- b. You must pay your membership by making monthly payments by direct debit, unless we agree otherwise.
- c. You must complete and return a direct debit mandate confirming that you are authorised to set up payments from the account.
- d. For junior applicants, a parent or guardian must complete the direct debit mandate.
- e. Any member paying by direct debit will be notified of any changes to their direct debit payment.

7. Missed payments

- a. If you do not pay your membership fee when it is due, we will write to you to let you know.
- b. If you are paying by direct debit, we will try to take payment again in the following month for the payment you have missed and the amount due for the current month.
- c. We may refer any missed payments, including any future payments that are due as part of your contract, to a debt collection agency.
- d. If you fall behind with your membership payments for more than 30 days, we may charge you an administration fee.
- e. If you do not pay for your membership, we may prevent you from entering the Centre until all outstanding sums are paid in full. This does not mean we will end your membership.
- f. If the outstanding amount remains unpaid, we reserve the right to cancel your membership.
- g. Cancelling your direct debit does not mean you have given us notice to end your membership. You must give us written notice in line with clause 4 above.

8. Suspending your membership

- a. You can suspend your membership at any time (other than after you have given us notice to end your membership) for a period of between two and six months within any twelve month period.
- b. A monthly suspension fee will apply. In the case of 12 month memberships, any suspended months will be added on to the duration of your membership.
- c. Requests to suspend your membership must be made in writing or emailed to:
thegymadmin@eastdunbarton.gov.uk.

9. Ending your membership

- a. The notice periods for ending each membership are set out in clause 4 above.
- b. You must continue to pay your membership fees until your membership ends.
- c. Your membership will end at the end of your notice period.
- d. A request to end your membership should be:
 - i. posted to EDLC, The Gym Admin, Allander Leisure Centre, Milngavie Road, Bearsden, G61 3DF;
 - ii. handed into the Centre; or
 - iii. sent by email to thegymadmin@eastdunbarton.gov.uk.
 - iv. The request will be actioned from the date the request is received by the Centre.

10. General

- a. Membership fees will be reviewed annually and determined by the Trust.
- b. Members must present their card on every visit, obtain a valid receipt and notify for every activity that they wish to attend at the Reception or Kiosk.
- c. Lost or stolen membership cards can be reported to the Centre and should be reported as soon as possible. There will be a charge for a replacement card.
- d. Updates and changes to leisure activity categories are at the discretion of the Trust. A minimum of 14 days' notice is required using the amendment form which can be requested at the Reception.
- e. At least 24 hours' notice must be given to cancel a pre-booked activity or class. Failure to do so may result in

the suspension of your membership without any refund of fees paid. We may also withdraw your right to pre-book any activity or class.

- f. Bookings can only be accepted where a membership card is produced, or in the case of a telephone booking where the membership number is quoted.
- g. The Trust reserves the right to exclude members if their behaviour is deemed inappropriate or constitutes a risk without any refund of fees paid.
- h. Attempted use of a membership card by a non-member may result in cancellation of your membership without any refund of fees paid.
- i. Access to the Centre will be restricted during seasonal and festive holidays and maintenance closures. There will be no refund for any variations in access times or restriction to facilities.
- j. To access health suites, members must be aged 16 years or over.
- k. To access group fitness classes, members must be aged must be aged 12 years or over but with restrictions.
- l. Other age restrictions may apply.

11. Data Protection

- a. We will comply with the Data Protection Act 1998, the Data Protection 2018 and the General Data Protection Regulation (GDPR) (EU) 2016/679.
- b. We will deal with all information we hold about you in line with your privacy policy which you can get from our website: <https://www.edlc.co.uk/about-edlc/foi-and-data-protection>.