

TERMS AND CONDITIONS OF FITNESS MEMBERSHIP APPLICATION FORM

Starting The Membership

1. You will need to complete a Fitness Membership Application Form or Online Membership agreement prior to your membership commencement. Failure to complete this will result in the membership being placed in a suspended or cancelled state and any fees paid will not be reimbursed.
2. All fees due must be paid prior to commencement of the Fitness Membership that the Customer is joining.
3. When paying by Direct Debit or via PayPal (for online memberships,) your payment will cover the period from when the payment date is due, to the day preceding your collection day the following month.
4. When completing a Fitness Membership Application Form all personal details are held on our membership system and will be utilised to maintain contact with you.
5. Only current members are eligible to receive a free month's membership under the friend referral offer.

Cancelling the Membership

1. We may cancel the membership in the following circumstances:
 - a. If you/the Customer breaks this agreement or any facility rules.
 - b. If the membership is used by any other person than you to gain access to the facility.
 - c. We will not tolerate our staff, other members or users being verbally or physically abused or intimidated. If this is the case, we will immediately ban you/the customer from the Sports Centre.
2. If we are required to cancel the membership for a breach of any rules, terms or conditions, there will be no refund made of any part of your subscription fee.
3. Annual memberships include a 10 day cooling-off period, after this there will be no refund of any monies paid.
4. Monthly memberships may only be cancelled by giving a minimum notice of 30 days either via e-mail to leisure@hazelgrovehigh.co.uk or in writing to Hazel Grove Sports Centre, Hazel Grove High School, Jackson's Lane, Hazel Grove, Stockport, SK7 5JX. *If your next payment falls within them 30 days, your membership will be cancelled 30 days from that payment.

Conditions of use

1. All Fitness class places will initially be allocated to customers on a first come first serve basis.
2. New customers can join the programme at any point.
3. All customers register their attendance in reception at the facility upon entry. This allows us to verify your identity and register the customers visit when entering the facility.
4. Customers must wear the appropriate clothing attire. Please contact reception for further details.
5. Customers should arrive 5 minutes before the beginning of any class start time for registration. We reserve the right to refuse entry to late arrivals.
6. Gym and Class numbers are restricted and set by the Sports Centre to ensure safety levels and a quality teaching environment which are based on the Governing Bodies policy guidance.
7. A safe and controlled environment is paramount for a successful programme to be undertaken.
8. If you cannot attend a class or booking you must cancel your booking. Cancellation must be made no later than 2 hours before your booking. Failure to do so will result in the class charge being applied to your membership. Repeat non attendance or late cancellation will not be accepted by any customer. Customers who fail to adhere to policy may be subject to a booking ban.

General terms

1. Before the customer commences their activity a registration form must be completed. We reserve the right to refer any prospective member to his/her GP if there are contra-indications in respect of physical exercise.
2. If during your membership period your contact details change in any way you will be required to inform the Sports Centre Management team.
3. Classes may be cancelled, rescheduled or relocated due to repairs, alterations or maintenance work, or for any reasonable reason. All such changes will be displayed with as much prior notice as possible on the notice boards. This will include any closure or withdrawal of specific services as a result of industrial action.
4. All customers are bound to the Terms and Conditions of the facility.
5. If any changes are made to these Terms and Conditions, we will notify you in writing and give 14 days' notice.
6. You assume all risks and responsibility for any harm, loss, damage, personal injury or death to you or others resulting from, arising out of, or anyway in relation to the customer's use of or presence in HGSC facilities.

Physical health of the participant

1. You should consult your doctor before you begin the activity if you are not sure whether or not it is suitable. It is your responsibility to make any instructor for your session aware of anything that may affect your participation in the class.
2. We may prevent you from taking part in a session if we consider the activity could put you or your health at risk.
3. Read and Agree to our Health Commitment Statement.