Name……..…Mem No…….

Harlow Leisurezone Terms & Conditions

Membership Categories

a. Your member fee: an ongoing non-refundable fee paid by all members on a recurring monthly direct debit or annual basis.
b. Your membership category is in accordance with your membership agreement.
c. Tariff charge: a fee payable for the use of certain facilities at Harlow Leisurezone.
d. Your individual membership is specific to you and cannot be used by any other person or transferred.

Membership and monthly fees

a. Membership subscription, including Student membership, fees shall be determined by HDST and may be increased at any time to take account of inflation.
b. Members will be notified in writing, by letter or e-mail, of changes to fees payable by Direct Debit, according to existing records.
c. Corporate members should note that the full amount will be chargeable should they leave their employer, any joint members will also revert to the full amount.
d. Corporate and student members must provide adequate proof of employment/ attending full time study to the Customer Services Team at the start of their membership to retain the discounted membership rate. We may request proof at any point during your membership. To retain the discount requested documentation will need to be provided within 10 working days. Failure to do so will result in the cessation of discounts applied to your membership.
e. During a period of enforced whole centre closure you will not be charged for membership fees. Direct debit payments may still be taken during the closure, however you will receive credit days for any payments taken during the closure once the centre has reopened. If you have paid annually in advance, any closure days will be added onto the end of the membership expiry. Under no circumstances will any refunds be given.
f. If only part of the activities within your membership are disrupted by changes in enforced regulations, it is solely at the discretion of Harlow Leisurezone to assess adjustments, if any, applicable to the membership fee. Adjustments to your membership fee will only be made if, as deemed by Harlow Leisurezone, a significant part of your membership is affected by enforced regulations. Any adjustments will only be against future payments and under no circumstances will refunds be given.

Termination of Direct Debit memberships

a. Cancellation of membership is only acceptable after a minimum of 12 direct debit payments which are paid in full (with the exception of student members who may cancel within their first 12 direct debit payments by giving notice in line with point 'b' below).
b. To cancel membership after the Initial 12 direct debit payments have been made, you will need to provide no less than one calendar months' notice, which will include a full final direct debit payment, in writing to the facility by completing a cancellation form (available on request) Please note that all members wishing to cancel will be given a cancellation reference number. If you have not received your cancellation number, your membership remains active and you will be charged accordingly.
c. Entry to facilities will be denied to any member who fails to pay the monthly subscription fee on the date due, or has arrears. Payment to HDST of all arrears will allow immediate access, however payments via Debit Finance Collections Plc could result in access being denied for a further 4 days.
d. Please note any refunds will be by cheque
e. Any frozen payments will extend the minimum agreement duration, the minimum of 12 direct debit payments paid in full, remains in force prior to a cancellation being accepted.

Bookings

a. Members may book facilities in advance in accordance with their membership category. Your membership number must be quoted. The availability of facilities cannot be guaranteed and services are subject to change at short notice based on the discretion of Harlow Leisurezone.
b. A full fee will be charged for non-attendance and on bookings which are cancelled giving less than 12 hours' notice. All bookings must be confirmed on arrival either by checking in at reception or via swipe access.
c. Members are not allowed to block book courts.
d. Marking soled shoes, black soled or outdoor shoes must not be worn on any playing area.
e. All sports hall court bookings are per 55mins to allow for any changeovers.
f. Your booking is for the activity only; the location within the centre may be subject to change.
g. Fitness classes timetable, number of participants and locations can change at short notice at the discretion of Harlow Leisurezone. The availability of spaces in classes are not guaranteed

Health

a. Members are advised to have a medical check-up prior to commencing any strenuous physical programme of exercise or using the health spa facilities.

Opening Times and Facilities

a. Details of club opening hours are displayed in the club and may be subject to change. Facilities available may also be subject to change and where reasonably possible, notices will be displayed in the club notifying of any changes where possible.
b. Harlow Leisurezone operates reduced hours during Bank Holidays, Easter Sunday and between Christmas and the New Year.
c. All the activities are reviewed on a weekly basis and the programme of activities is regularly updated and aligned to suit popular demand. Changes may occur at short notice at the sole discretion of Harlow Leisurezone. If you are affected by the change and are unable to proceed with the activity you will have to rebook in line with the updated timetable. No refunds will be given in these circumstances however you will be able to rebook without any further charges.
d. The minimum stay guaranteed (when available) in the pool is 45 mins, after which during peak times a call out system is in operation.
e. The maximum stay for the Health Spa is one hour unless otherwise stated.
f. Reduced facilities may be in operation during the scheduling of planned maintenance, third party interruption to our services, and/or enforced changes in regulations.

General

a. To gain entry at Reception you will need to show/swipe your membership card, or a guest fee will be charged.
b. Pay as you go members must keep their receipt with them at all times as proof of purchase.
c. Members agree to abide by the rules of the centre as prevailing at any one time

d. The Management reserves the right to deny access to any member.
e. Members must conduct themselves in a reasonable manner both to staff and other members.
f. HDST reserves the right to amend these rules and all tariff charges at any time.
g. Membership cards do not entitle members to spectate or gain entry to certain events. Spectator fees may be charged. Parking fees will be charged for non-paying customers, if the car park is used.
h. If you lose your card a charge will be levied for a replacement. Please report any lost/stolen cards so that we can prevent fraudulent entry.
i. Deposit refunds for the Technogym key will be by cheque only.
j. It remains your responsibility to keep your contact details up to date
k. Please make sure you are aware of our car park procedures to avoid incurring arrears
l. Harlow Leisurezone may e-mail from time-to-time information relevant to the centre
m. Membership cards are strictly for your use and any abuse of this will result in your membership being cancelled immediately and any outstanding direct debit payments from the 12 minimum required still being taken.

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2018 DATA PROTECTION ACT

Information contained in this form is likely to be personal data within the terms of the Data Protection Act 2018 and as such will be held on the HDST computer and may be used for purposes registered under the terms of the Data Protection act

Harlow Leisurezone Member Health Agreement Declaration

You declare and acknowledge that:

The information given by you in entering this agreement is correct and will be relied upon by Harlow Leisurezone. Our staff, agents and subcontractors are not medically trained and should you have any concerns with your health and fitness you should seek independent medical advice before engaging in any physical activity on our premises.

To the best of your knowledge, you are in good health and not knowingly incapable of engaging in either active or passive exercise and that such exercise would not be detrimental to your health, safety, comfort, well-being or physical condition. Furthermore, that you will advise us immediately should your health or vulnerability to injury change.

You have read and understood this agreement and all of the Terms and Conditions before accepting them below.

This agreement will become binding upon both parties once you have checked the "I confirm that I have read and agree to the Harlow Leisurezone Member Health Agreement" box and the "Continue to CONFIRM PAYMENT" button has been clicked.

We shall at all times keep confidential any information that you give us regarding your health.

If you are a gym user, we require you to have an induction to ensure your safe use of our facilities and equipment. At this induction you may need to complete a more in-depth health questionnaire for our records. Members must contact the Customer Service or Gym staff to book this induction.

You also agree that if you have been informed of, or are suffering from one or more of the conditions stated below, that you have sought approval from your doctor that you are fit and well enough to take part in physical activity:

- you have a heart condition
- you are on medication for a heart or blood pressure related condition
- your blood cholesterol is high
- you have diabetes
- you have asthma
- you have epilepsy
- you are pregnant
- you lose your balance due to dizziness or lose consciousness
- you suffer from bone or joint problems
- you have had a major illness or injury in the past year

If you have any of the above conditions, you should not proceed or agree to this declaration without first contacting your GP to gain certification stating that you are able to exercise and you will need to bring this proof along with you to present to Leisurezone staff.

You declare that you are aware that you must not use the Steam Room, Sauna, Saunarium, Jacuzzi or Cold Plunge if:

- You have had a serious medical condition/operation/illness that would affect your usage
- You suffer from headaches, dizziness, fainting spells or fits
- You suffer chest pains upon exertion and/or at rest
- You are pregnant or could be pregnant (these facilities should be avoided throughout pregnancy)
- You suffer from heart disease or circulatory problems
- You have had a heavy meal or alcohol within 1 ½ hours prior to a spa session
- You have low blood pressure
  (as heat will cause blood vessels to dilate (expand) and if you stand up too quickly you may feel faint, some people with low blood pressure may faint in the Jacuzzi which may result in loss of life)
- You have kidney disease
- You are aged under 16
- You have diabetes
- You have skin diseases or sores and wounds
- You have an illness which causes you to not have the ability to perspire
- You are taking anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, hypnotics, narcotics, tranquillizers, aspirin or any other medication whatsoever which makes you unsure as to the advisability of using the Jacuzzi
- You are suffering from any medical condition that means your reaction to heat is reduced
- You have any medical condition or take medication that leaves you unsure of the suitability of the use of this area (this must be discussed by you, with a medical practitioner)

I accept that all activities in the spa area are taken at my own risk and that to the best of my knowledge I do not suffer from any of the above conditions.

A full set of Spa Usage Guidelines, Centre Guidelines and Terms and Conditions will be issued within your Member Welcome Pack. Please take time to read them.

Confirmation

I acknowledge a Membership Sales Advisor or Customer Service Advisor from Harlow Leisurezone was present when this form was issued to me ☐

I confirm that I have read, understood and agree to the Harlow Leisurezone Online Terms and Conditions and the Member Health Agreement ☐

Signature:……Print:……

Date:……