

## Wellbeing@Merthyr Terms and Conditions – Monthly Membership

All memberships sold by Merthyr Tydfil Leisure Trust, 'Wellbeing@Merthyr', are bound by the following Terms and Conditions. When paying for a membership the 'Member' accepts in full these Terms and Conditions.

These terms and conditions are not exhaustive, and Wellbeing@Merthyr reserves the right to change or revoke any terms and conditions without notice as is reasonably necessary for the business.

### Payment Terms

All memberships will begin on receipt of first payment. Existing users must ensure their account is free of any arrears.

Membership can only be used by the person to which it is allocated and cannot be transferred. Fraudulent use will result in the immediate cancellation of the membership with no refund.

Membership fees are non-refundable and regardless of non-attendance. Exceptional circumstances may be considered on a case-by-case basis, Members can email [membership@wellbeingmerthyr.co.uk](mailto:membership@wellbeingmerthyr.co.uk).

Members taking out a corporate membership are required to provide appropriate proof of employment at the point of sale. Should that employment status change the Member is responsible for informing Wellbeing@Merthyr or the membership will be revoked without refund.

### Cash Membership

All cash memberships are paid in advance for the following 30-day period.

### Monthly Direct Debit

First payment will be taken by cash or credit/debit card online or in person. This is a pro-rata payment to cover membership until the first Direct Debit collection.

All Direct Debit payments are made in advance for each month. Payment will be collected on the 1<sup>st</sup> of the month, where this falls on a weekend or a bank holiday the payment will be collected on the next working day.

Membership benefits will be suspended if the member defaults on any payment until payment is made in full.

Members will be given a minimum of 14 days' notice for any increase in fees as per the Direct Debit Scheme Guarantee.



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## Membership Freeze or Cancellation

All changes must be notified in writing to the Wellbeing@Merthyr Administration Team. Emails can be sent to [membership@wellbeingmerthyr.co.uk](mailto:membership@wellbeingmerthyr.co.uk).

Membership freeze requests must be received a minimum of one month in advance of the first payment freeze date. Members will be notified of the decision to approve or deny the request 5 working days prior to the first payment being frozen. Fees will automatically be deducted once the freeze period has ended. Freezing a membership will also freeze any contract period.

Members can cancel their membership with a minimum of 14 days' notice, providing they are not within a contract period. Members must ensure they cancel membership by emailing the membership team, and the Direct Debit via their bank or building society to avoid any fees.

Wellbeing@Merthyr reserves the right to refuse, suspend or cancel a membership with immediate effect if the Member has not adhered to the membership terms and conditions or Wellbeing@Merthyr rules, policies, and procedures. Memberships suspended or cancelled by Wellbeing@Merthyr will not be subject to refunds.

## Membership Details

All members will receive an access card with access to the benefits subject to the membership. A photograph of the member will be taken and stored on the point of sales system to ensure the membership is secure and not misused. Members should notify our reception team if a card is lost or stolen. Replacements cards will cost £1.50 where appropriate.

Membership benefits vary per membership, these are detailed on our website [www.wellbeingmerthyr.co.uk](http://www.wellbeingmerthyr.co.uk) and available at each centre.

Members are responsible for ensuring their personal information and communication details are up to date and correct with Wellbeing@Merthyr reception teams. Members are required to provide communication details to ensure that we can keep members informed, by providing this information the member is consenting to being contacted by the provided contact method.

Members are required to provide a valid email address in order to use the online booking portal for classes and activities.

Prior to use of gym facilities, a PARQ must have been completed and an appropriate induction given by one of the Wellbeing@Merthyr instructors.



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A minimum of 14 days' notice will be given should any of the membership benefits be amended.

Opening and hours and centre activities are subject to change and availability, up to date information can be found on the website [www.wellbeingmerthyr.co.uk](http://www.wellbeingmerthyr.co.uk) and at the centre reception.

Opening hours will vary for public holidays, and annual closures for Christmas and New Year, reduction or refund of membership fees will not be applicable.

Members can pre-book activities up to one week in advance in person, over the phone or online at [www.wellbeingmerthyr.co.uk](http://www.wellbeingmerthyr.co.uk). Members must book in at reception upon arrival for an activity, should the member not turn up without cancelling they will be liable to pay for the activity in full. Please see the booking terms and conditions for more information.

Members cannot take advantage of other offers and promotions that may be advertised during the membership term, or for a minimum of six months after the membership has been cancelled.

## Liability

Wellbeing@Merthyr activity programmes and opening hours are subject to change as per the needs of the business. Where possible members will be notified in advance.

Members are not entitled to membership fee refunds, in full or in part, due to closure of facilities or alterations to programming unless specifically stated. Should facilities be closed for a period of more than two weeks fees will be refunded on a pro-rata basis in respect of the unavailable membership benefit.

Wellbeing@Merthyr will not be liable for any loss, damage or theft of any personal belongings, or personal injury or death, except where this may be as a result of our own negligence.

Members are responsible for ensuring that they follow centre rules, notices, policies and procedures, staff instruction during activities and operate equipment appropriately and as shown. If in any doubt the Member must speak to one of the Wellbeing@Merthyr staff.

## Privacy and Data Protection

Information provided by the Member will only be used for the purposes of the membership and in accordance with General Data Protection Regulation. Please see the GDPR and privacy policy for more information.

You can contact us at any time by email at [membership@wellbeingmerthyr.co.uk](mailto:membership@wellbeingmerthyr.co.uk).



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