

MEMBERSHIP TERMS & CONDITIONS

- a. Live Active Leisure Limited (hereinafter "LAL") reserves the right to refuse any application for membership and do not need to give reason(s) for refusal.
- b. You have the legal right to receive a refund for any products purchased online within 7 days of making your purchase. To receive a refund please email info@debitfinance.co.uk quoting your DFC reference number (you will receive this in your email confirmation), your full name and your full address. All refunds will be credited to the payment card used during your original order. To ensure the security and privacy of our customers we may seek further clarification on any refund requests. Membership fees are only refundable at LAL's discretion.
- c. A member must produce their valid membership card on entry to venues to access activities at the appropriate rate. If not produced the full activity price will be charged.
- d. Cards are not transferable between members or with any other customer.
- e. LAL reserves the right to review their Terms & Conditions and charges from time to time. Members on the Direct Debit Scheme will be given a minimum of 14 days notice of any proposed changes and/or increase and will have the right to cancel the membership without penalty during this period. Failure to cancel will imply acceptance of the changes and/or increase. Members who pay an annual or 30-day membership fee require to renew such membership on or before the expiry of the current membership to continue to receive member benefits. Such renewal shall be at the rates applicable as at the date of renewal.
- f. Members are entitled to take a membership holiday for a minimum period of 1 month to a maximum of 6 months. Memberships will automatically be reactivated after the holiday period and only one holiday period is permitted each calendar year.
- g. All lost, stolen or damaged cards must be reported immediately. A charge will apply for a replacement card.
- h. If a member is under the age of 18, the membership application form must be countersigned by a Parent/Guardian.
- i. Concessionary discount will only be available to those providing appropriate evidence of entitlement at the time of application and annually thereafter. If such evidence is not provided at least 14 working days prior to the renewal date, monthly payments will automatically revert to the standard membership rate. No refund will be given when such evidence is thereafter provided.
- j. Till receipts should be retained as proof of purchase.
- k. Corporate Memberships are ongoing until cancelled by the corporate member or until the member ceases employment with the corporate company. Members, who are no longer employed, with one of the companies registered to the Live Active Leisure Corporate Membership scheme, will revert to the standard membership rate.
- l. All correspondence regarding the direct debit will be sent to both the member and direct debit holder.
- m. Joint senior memberships are only available when both members are 65+. If both members do not come under this age category, then an adult joint membership will be the available option.
- n. All data collected is in accordance with the Data Protection Act 1998 and is used by LAL in accordance with the statement on the reverse of the application form. It is the member's responsibility to ensure the data we hold for them is up to date and accurate.
- o. Members must call or email Debit Finance to cancel their membership. Cancellation is one month calendar notice. If a Direct Debit has been cancelled without notification to Debit Finance, this will be deemed as being in breach of the terms and conditions.
- p. All Direct Debits are a legally binding contract between LAL and the Direct Debit payer and represent a commitment to pay all monthly membership fees due. In an instance where a default has occurred an administration fee will apply. If all outstanding payments are not received the membership will be cancelled 30 days after default. Members will not be permitted to rejoin any Membership scheme including the Live Active Card until all due amounts are paid in full.
- q. All users are bound by the Live Active Leisure Management Rules and Conditions ("the Rules"). A copy of such is available for inspection at all venues.
- r. LAL reserves the right to refuse admission or ask any member to leave if LAL reasonably believe that they are in breach of any of the Rules. In such cases, memberships may be terminated and there will be no refund of fees paid.
- s. Not all activities are available in all venues and are subject to availability.
- t. LAL reserves the right to cancel, suspend, withdraw or amend any activity or venue. All venues will be subject to periods of closure for emergency, planned maintenance or other business reason. Refunds will only be considered if such closure extends beyond a period of two weeks and no reasonable alternative is available locally.
- u. For individual activities, such as gym and fitness classes, all members can book up to 14 days in advance.
- v. LAL reserve the right to run membership promotions and special offers throughout the year, which may offer memberships at a different price from that advertised.
- w. This membership is only available customers who have not had an LAL Fitness DD membership for 3 calendar months before 23 October 2017.
- x. Annual or 30 day members who wish to cancel their membership to take advantage of this offer will not be entitled to a refund.
- y. Existing DD or Annual members are not permitted to take a membership holiday to take advantage of this offer.
- z. Your membership will convert to a Live Active standard DD Fitness membership on 1st January 2018. The first DD payment will be collected on the first working day in January after the payment date you have chosen.

All complaints must be made in writing to the Business Planning & Marketing Manager at Company Head Office, Caledonia House, Hay Street, Perth, PH1 5HS.

PRICES

The **Fit for Festive** 10 week Membership is only £44.95 (or less), payable at the time of purchase. Your membership will convert to a no contract direct debit membership from 01/01/18.

Membership Type	Cost
Adult (16 - 64)	£44.95
Senior (65+)	£37.50
Corporate	£39.95

MEMBERSHIP TYPE:

Adult Senior Corporate _____
Company Name: _____

YOUR PERSONAL DETAILS:

Full Name (incl. title) _____

Address _____

_____ Postcode _____

Mobile No _____ D.O.B _____

Email: _____

This membership is only available to those with a valid email address to process your DD membership. We will also send your Festive Programme via email, the programme will also offer support, nutritional advice and some handy hints and tips. We will never pass your details to any third parties and you can opt out at any time.

I have read and understood the Terms & Conditions of the Membership. I agree to abide by the Live Active Leisure Management Rules & Conditions.

Applicant _____ Date _____

Choose your membership and complete the form below and the DD form overleaf. Once you pay your initial Fit For Festive membership fee, your next payment won't be taken until January 2018, so that's one less thing to worry about this Christmas!

DIRECT DEBIT MONTHLY COSTS:

Adult	Adult Joint	Senior	Senior Joint	Corporate	Concession*
£31.50	£53.55	£26.80	£45.50	£28.35	£20.50

Add a bolt-on? Power Plates (£7.50 pm) Health Suite (£5.00 pm)

*Please detail concession entitlement: _____

Preferred DD Collection Date 1st 8th 15th 25th

For a Joint Membership, complete additional member details below

Full Name _____ D.O.B _____

Staff Use Only:

Processed By _____ MRM ID _____