

LIVE ACTIVE LEISURE MEMBERSHIP TERMS AND CONDITIONS FOR SALES

- 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 right to request a refund for a, Live Active, 30 Day, or Annual Membership product purchased online within 14 days of making your purchase. To request a refund please email leisure@liveactive.co.uk 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. 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 paying by Direct Debit Scheme will be given a minimum of 14 days' notice of any proposed changes and/or increases 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. Direct Debit members are entitled to take a membership holiday for a minimum period of 1 month to a maximum of 6 months. Memberships payments will be automatically reactivated after the holiday period. Only one holiday period is permitted each calendar year. We will consider Annual Fitness Members who apply for an extension of their membership depending on the circumstances surrounding their inability to use the membership. Annual membership extensions will be made at LAL's discretion.
- g. All lost, stolen, or damaged cards or fobs must be reported immediately. A charge will apply for a replacement card.
- h. Concessionary and Student 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, monthly payments will be automatically reverted to the standard membership rate. No refund will be given when such evidence is thereafter provided.
- i. 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.
- j. All data collected is in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) further details on how we use your data is contained within our Privacy Policy which can be viewed on the Company's website at [Privacy Policy \(liveactive.co.uk\)](https://liveactive.co.uk/Privacy-Policy). It is the member's responsibility to ensure the data we hold for them is accurate.