1. **On joining you agree to** make a minimum number of direct debit payments dependent on the membership option selected. After this initial term we will continue to collect monthly payments until notification of cancellation is received. The initial interim payment is not included in the contractual term.
2. **Golf Season tickets** are a one off payment with the year beginning 1st April – 31st March the following year.
3. **If you want to cancel your Direct Debit** please email [ealdirectdebits@eastayrshireleisure.com](mailto:ealdirectdebits@eastayrshireleisure.com) after you have completed your minimum membership term. At least thirty days notice is required for all cancellations and any direct debit payments scheduled within the thirty days will still be collected.
4. **Membership is for East Ayrshire Leisure fitness activities and not an individual facility.** As such, East Ayrshire Leisure will not allow early termination of membership nor will they issue refunds due to the closure of individual facilities for essential maintenance or large scale events. This also applies if classes/activities are cancelled or amended.
5. **Direct Debit payments** will be collectedfrom your nominated account on or shortly after the 1st or 15th of each month depending on your joining date. Failed or rejected payments will be placed in your account and your membership will be placed on hold. To re-instate your Membership you must settle the outstanding balance. Your Direct Debit will be collected as normal the following month and if the payment fails again your membership will automatically be cancelled. Both outstanding payments will remain on your account.
6. **Freezing of your Direct Debit membership** for between 1 and 6 months can be arranged for the following reasons;

* Injury/illness (Doctors letter required)
* Extenuating working circumstances (letter from employer required).

The freeze facility would cost £5.00 per month, with 30 days’ notice required. To request this please email [ealdirectdebits@eastayrshireleisure.com](mailto:ealdirectdebits@eastayrshireleisure.com). This in not applicable to any membership or season ticket paid for up front.

1. **Membership & Season Tickets fees are non-refundable or transferrable** and we reserve the right to review membership & season ticket fees annually. The paying member/season ticket holder will be given at least fourteen days notice of any proposed changes and will have the right to cancel their membership using the cancellation procedure, failing which, the increase will be deemed to have been accepted. Any promotional rates will automatically revert to the standard membership prices at the end of the promotional period.
2. **Upgrading and downgrading** of your direct debit membership can be carried out within the venue. To downgrade you are required to complete your minimum term. To upgrade you can do this at any point.
3. **In accordance with customer contract regulations** this agreement is subject to a fourteen day cooling off period.
4. **You may be asked to prove entitlement** for membership, season ticket or discount bookings at any time and provide proof annually.
5. **East Ayrshire Leisure Management** reserves the right to refuse or withdraw membership / season tickets at any time.
6. **Adult/Youth/Juniors Classification & Conditions:**
   1. Adults are all people aged 18 or over.
   2. Youths are people aged 12-17 years.
   3. Juniors are people aged 8-11yrs.
   4. Access to the gym and fitness classes are available to those aged 12 and over. 12-15yr olds must be accompanied by adult (18yrs+), unless they have completed our teen fit programme.
   5. An adult must accompany children under 5 years old and remain in the building / area during a Sports Coaching and Activity session.
7. **Personal Training / Gym Inductions / Private Swim Lessons -** If you are unable to attend your booking, please cancel as early as possible. Payment will be required at the time of booking and will be non-refundable should you cancel.
8. **Fitness Classes / Children’s Activities –** if you are unable to attend please cancel to free up a space. Payment will be required at the time of booking and will be non-refundable should you cancel.
9. **Court, Group, Golf & Activity Bookings-** As a pay as you go member, all bookings will be paid for in advance, with no cancellation option.
10. If you give the required 2 hours’ notice we may be able to move your booking/tee off time depending on availability.
11. As an Active Fitness member, if you repeatedly fail to attend bookings without cancelling, you may be charged or have booking privileges withdrawn for you and anyone associated with your membership. **(see our Fair Use Policy)**
12. **Booking and activity times** include the time required to prepare and dismantle any equipment required. Please arrive in good time as our centres can be busy.
13. **All members** must adhere to the swimming pool admissions policy. Please ask at reception for details.
14. **Any invoices** issued by East Ayrshire Leisure must be settled within fourteen days of receipt of the invoice. Failure to meet this may result in legal action and/or affect your ability to hire facilities/equipment on future dates.
15. **East Ayrshire Leisure** do not offer refunds unless under exceptional circumstances.
16. **Sub-letting** is not permitted within East Ayrshire Leisure facilities.
17. **Memberships and Season tickets** must not share, sell, lend, or otherwise allow another person to use it. A person found to be doing so will have the membership or season ticket cancelled.
18. **Any hirer wishing to utilise** their own electrical equipment must have it PAT tested, (ask facility staff for further details).

**General Terms & Conditions**

1. **Clubs/Groups must** ensure they have adequate public/products insurance in place, that they are trained to coach at the relevant standard for that discipline and comply with the requirements of the Protection of Vulnerable Groups (Scotland) Act 2007 (the PVG Act).
2. **Golf Course** paying players are provided personal liability insurance for playing on the golf course.
3. **Full terms and conditions** relating to hiring a facility can be found on our website [www.eastayrshireleisure.com](http://www.eastayrshireleisure.com).
4. **East Ayrshire Leisure** does not accept responsibility for any loss, damage or injuries to persons participating in an activity in or on the facilities.
5. **East Ayrshire Leisure** reserves the right to amend these terms and conditions at any time.
6. **Facility opening hours** may vary during school holiday periods and seasons e.g. golf course. Grange Leisure Centre & St Joseph’s Leisure Centre will close for a minimum of twelve public holidays per year. The Hunter Fitness Suite will close during over festive period. Please be aware of this prior to taking out a membership as no compensation is offered. Please check opening times for holiday periods on our website.
7. **Personal Details** should be kept up to date by inform us or updating them within your personal online account.

**Golf**

1. **Guest passes** cannot be utilised to play in medal competitions and guests must be accompanied by a season ticket holder. In the event of an abuse, East Ayrshire Leisure reserves the right to cancel the guest pass.
2. **Golf Bag tags** must be displayed on bags at all time.

East Ayrshire Leisure Trust. A Scottish Charitable Incorporated Organisation. Charity No. SCO43987