

## Trafford Leisure Membership Terms and Conditions

### 1. Introduction

Your agreement is with us, Trafford Leisure Community Interest Company ("Trafford Leisure"). These terms and conditions form part of your agreement with us. Your agreement with us is based on: your choices from your online purchase, these terms and conditions, and the rules and regulations which apply at the centre you are using. This additional information for you to enjoy your membership fully can be found on the centre finder section on our website <https://traffordleisure.co.uk/contact-us/>. These documents together form a legal agreement between us, so please make sure that you read them carefully and understand them. As the primary member you are accepting these terms on behalf of all that fall under the membership you have taken. If you have any queries, please ask a member of staff at the centre. If you choose a monthly membership, monthly means every calendar month. There are a number of Direct Debit collection dates available for you to select 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> and 25<sup>th</sup> of the month. When we refer to a month in these terms and conditions, we mean a full calendar month from your chosen Direct Debit date. Within 3 days of joining Trafford Leisure on a membership package, you will receive an email providing you with the full details of your membership, the price and terms in which you have agreed to be bound and how to start using your membership at your chosen centre(s). Please do not hesitate to speak to a member of our team at the centre if you have any questions.

### 2. Type of Membership

Trafford Leisure offers various different types of membership to people aged 16 or over, as well as Gymnastics and Swimming Memberships for juniors. If you have chosen a fitness membership the centre's included in your membership are Altrincham Leisure Centre, Sale Leisure Centre, Stretford Sports Village and Partington Leisure Centre. The facilities available to you, the amount you pay and the times when you can use the centre will depend on your choice of membership. The membership you have chosen has been described when you have joined online and will also be confirmed in the email you receive within 3 days of joining. Full details of types of membership can also be found on the website <https://traffordleisure.co.uk/memberships/>

If you have chosen a membership that is discounted, such as a concession membership you will need to provide the necessary documentation every twelve months to enjoy the discounted benefit you enjoy with these memberships. A concession Membership will be able to access move Urmston. If these are not updated every 12 months you will automatically default to a comprehensive membership package and price unless you choose an alternative package. Your membership is personal to you and is non-transferable. You must not lend your membership card to another person. If another person uses your membership card, the agreement will be withdrawn and a penalty charge may be levied.

### 3. Payment

Please read the payment terms and conditions carefully. Your purchase is non-refundable after the cooling off period, which is 14 days from the date you sign this agreement. From time to time we may change our monthly membership fees by any amount we think is reasonable. We will do our best to only change the fee once a calendar year. However, we cannot guarantee this. We will tell you about any change that will apply to you, and will give you at least one full calendar months' notice before the changes come into effect, in line with the Direct Debit Guarantee. Our direct debit memberships are managed by Debit Finance collections PLC ("DFC"). DFC can be contacted on these details: Debit Finance Collections PLC, 16 Davey Avenue, Knowlhill, Milton Keynes, MK5 8PL. Tel: 01908 422 007 Email: [info@debitfinance.co.uk](mailto:info@debitfinance.co.uk)

#### Annual Payment

An annual payment is paid in full at the time of joining and as a member choosing this option you pay your membership fees upfront. In choosing this option, you get a discount on your membership.

#### Flexible Payment

In choosing this payment option you are committing to pay a monthly amount by Direct Debit that can be cancelled at any time after the first two Direct Debit payments have been taken. After this initial period you can choose to lower the payment through choosing a different membership package. If you want to cancel this membership following the first two Direct Debit payments, you must do so as explained in section 5 of these terms and conditions.

#### Fixed Payment

In choosing this payment option you are committing to pay a monthly amount by Direct Debit for a minimum of either 6 or 12 full calendar months. In return you receive a discounted rate. You will not be able to lower the level of payment on this payment option or cancel within the minimum 6 or 12 months. You will not be able to cancel this membership except for the reasons set up in section 5 of these terms and conditions.

#### Promotional Memberships

From time to time, Trafford Leisure may run promotional campaigns and discounts. Additional T&Cs may be applicable.

#### Inclusive Price

In choosing to join Trafford Leisure on a membership option you are choosing an all-inclusive monthly or annual price. At times the programme or activities may be affected by a bank holiday or seasonal opening times and this has been considered when pricing the packages available. At times incidents may result in small closures of certain activities, for example – planned or emergency maintenance; health and safety reasons or for improvements that will benefit most members. Trafford Leisure will always look to minimise this impact by ensuring that other facilities / centres are available.

### 4. Changes to your Membership or Payment

When we make changes that may affect you, we will give you notice of the changes we plan to make by displaying the changes in the centre for one full calendar month. If you are not happy with the changes, you can cancel as explained in section 5 of these terms and conditions. We may make reasonable changes to these terms and conditions if the changes are to the benefit of the majority members at the centre. At times Trafford Leisure recognises that you may wish to suspend your membership due to one of your limited rights to cancel. The limited rights are: medical illness, pregnancy, redundancy or moving out of the area (10 miles away from one of our centres). In the first instance please contact a member of staff at the centre or email using the appropriate address below. We will require you to provide evidence to support the suspension and if appropriate we will liaise with you and your local GP to see if alternative physical activity within Trafford Leisure maybe more appropriate. A membership can be suspended for up to six months and there is a small administration fee of £5 per month.

### 5. Cancelling your membership

**The cooling-off period** – You can choose to cancel your membership within 14 days of joining and we will give you a full refund of the start-up fee and any other fees you are owed. If you wish to cancel your membership during the cooling off period you can notify DFC in writing on email E: [info@debitfinance.co.uk](mailto:info@debitfinance.co.uk) or by calling them on T: 01908 422 000 or you can call into one of our Centres.

**After the Cooling-off period** – You can choose to cancel your membership by providing at least one full calendar months' notice. If you wish to cancel your membership you will need to fill in our "Application to Cancel" form. The form can be accessed online in the Centre, on the Trafford Leisure Mobile App or by visiting the Trafford Leisure website on [https://www.efocus-net.com/TRAFFORD\\_LEISURE/Recovery\\_Focus/?type=](https://www.efocus-net.com/TRAFFORD_LEISURE/Recovery_Focus/?type=). Once your cancellation application is processed a member of our team will contact you to advise you of any final payment due to enable the membership to be cancelled. When your cancellation is confirmed, we will send you an acknowledgement email to confirm the date that the membership will end and any final payment that may be due. Please do not cancel the Direct Debit, until the cancellation correspondence is received.

#### Missing payments

Please note that if you miss two payments, you will be deemed to have breached your contract.

### 6. Collecting your monthly subscriptions

Trafford Leisure work in partnership with DFC, who collect our Direct Debits on our behalf. If you fail to make your payments on time, you will incur the following administration charges: Any late payment charges become payable immediately when they are incurred.

1. Failure to pay your membership fees on the due date £15.00.
2. Failure to pay your membership fees within 7 days of the date of a reminder correspondence £30.00.
3. Failure to pay the arrears and accrued charges within 7 days of the date of a Final Notice £45.00.
7. When we can't provide a service or facility

There may be a time when we struggle to provide a service or facility for you beyond our reasonable control at your centre. If this happens and we cannot provide a service or facility at your centre or an alternative centre within a four mile radius within one calendar month, you (or we) can cancel our agreement immediately after giving notice in writing.

## 8. Data Protection

Trafford Leisure fully endorses and adheres to the principles of Data Protection and GDPR. Full details of our privacy policy are on our website <https://traffordleisure.co.uk/privacy-statement/>

## 9. Personal Contact Details

It is the member's responsibility to ensure your personal contact details are kept up to date. This can be updated by contacting the team via email for your site in the contact details below.

## 10. Enjoying your membership

The additional information for you to enjoy your membership fully can be found on the centre finder section on our website <https://traffordleisure.co.uk/contact-us/>. All new members will be required to have a photo taken on their first visit, and this will be attached to the entry fob you will be issued with as part of your membership. Please keep this safe and ensure you use the fob to gain access to our facilities on every visit.

## 11. Your Physical and Mental Wellbeing

Your health and wellbeing is important to us, and Trafford Leisure recognises and promotes the positive impact physical activity can have on your health and wellbeing. You are responsible for monitoring your own physical condition. In joining Trafford Leisure you are accepting to adhere to our "Health Commitment Statement".

## 12. Contact details - For general queries about your membership please use the following email addresses:

- Altrincham Golf Course: Stockport Road , Altrincham WA15 7LP E [golfsupport@traffordleisure.co.uk](mailto:golfsupport@traffordleisure.co.uk)
- Altrincham Leisure Centre (including The Grammar): Oakfield Road Altrincham WA15 8EW E [altrinchamsupport@traffordleisure.co.uk](mailto:altrinchamsupport@traffordleisure.co.uk)
- Partington Sports Village: Chapel Lane Partington M31 4ES E [partingtonsupport@traffordleisure.co.uk](mailto:partingtonsupport@traffordleisure.co.uk)
- Sale Leisure Centre: Broad Road Sale M33 2AL E [salesupport@traffordleisure.co.uk](mailto:salesupport@traffordleisure.co.uk)
- Stretford Sports Village (including The Talbot Centre): Greatstone Road Stretford M32 0ZS E [stretfordsupport@traffordleisure.co.uk](mailto:stretfordsupport@traffordleisure.co.uk)

Thank you for choosing to join the Trafford Leisure Family and we hope that you enjoy the full use of your membership.  
[www.traffordleisure.co.uk](http://www.traffordleisure.co.uk)



# Health Commitment Statement



## For online classes

Year: 2020 | Version: 1.2

Expires: 31/10/2021

We are dedicated to helping you to improve your fitness through our online platform. However, exercise carries its own risks. With this in mind, we have carefully considered what we can reasonably expect of each other.

## Our commitment to you

1. We will try to motivate you to improve your fitness. However, we ask you not to exercise beyond what you consider to be your own abilities.
2. We will take reasonable steps to make sure that instructors are qualified to the standards set by the Chartered Institute for the Management of Sport and Physical Activity.
3. We will regularly review the content of our classes to make sure we are meeting appropriate fitness-industry standards.
4. If you tell us that you have a disability which puts you at a substantial disadvantage in accessing our classes, we will consider what adjustments, if any, are reasonable for us to make.

## Your commitment to us

1. However motivated you may be, do not exercise beyond your own abilities. If you know or are concerned that you have a medical condition which might interfere with you exercising safely, before you access our classes you should get advice from a relevant medical professional, and follow that advice.
2. It is important that you exercise in a safe environment. If you are using any equipment, make yourself aware of any rules and instructions, including warning notices, and follow them. Check your equipment before you use it.
3. Exercise carries its own risks. When you are exercising, you are responsible for the risks involved. Do not carry out any activities which you have been told are not suitable for you. If you feel ill when following one of our classes, stop and call the emergency services on 999 if you need to.
4. We have taken all reasonable steps to cater for people with disabilities. Follow any reasonable instructions to allow you to exercise safely.