

West Dunbartonshire Leisure Trust Health Commitment Statement

Your health is your responsibility but we will do everything we can to help you enjoy our services safely.

Our venue team are happy to support you and are trained in emergency first aid; so if you have a question at any stage or feel unwell during your visit – just let us know.

Here's some more information about how we can help you and how you can assist us.

OUR COMMITMENT TO YOU

- 1 We will respect your choices and allow you to decide the work out that suits you best.
- 2 We'll do everything we can to ensure our venue and equipment is maintained to a high standard you can safely enjoy.
- 3 We'll make sure our team have the training they need to help you reach your goals.
- 4 If you have a disability or need extra advice and support, we'll be happy to work with you on a programme that suits you.

YOUR COMMITMENT TO US

- 1 Follow the instructions of our team when using our equipment.
- 2 Look after yourself and never push yourself too hard – there's no rush!
- 3 If you feel unwell while using our equipment let one of the team know immediately – we're here to help.
- 4 If you have a medical condition which could affect you while exercising or if you are concerned about your health, speak to your doctor before you get started and follow their advice.
- 5 Make yourself aware of safety instructions and notices for this venue, including evacuation procedures, and always follow the instructions of our team.

This statement is for guidance only. It is not a legally binding agreement between you and us and does not create any obligations which you or we must meet.

Issue 5 - Dec 2021

Clydebank Leisure Centre

Queens Quay
Clydebank, G81 1BF
Tel: 0141 951 4321

The Meadow Centre

Meadow Road
Dumbarton, G82 2AA
Tel: 01389 734094

The Vale of Leven Pool

Main Street
Alexandria, G83 0UE
Tel: 01389 756931



www.wdleisure.net

Company No. 413707 VAT Registration No. GB 129 7502 04 Charity No: SC042999
Issue 5 October 2021



MEMBERSHIP RULES AND REGULATIONS

1.0 Membership Subscriptions and Cancellation

1.1 Payments

Membership payments may be made either:

- i) Monthly by direct debit with first month's payment by cash, cheque or credit/debit card in advance.
- ii) Annually in full, by cash, cheque or credit/debit card
- iii) Online at www.wdleisure.net

1.2 Cooling off period

If a member chooses to cancel membership in the first 14 days a full refund of membership payments made will be given excluding admin fee. Note, refund applies only to direct debit and annual paid in full members.

1.3 Length of membership

- i) Direct debit membership is continuous with no minimum contract period. Direct debit payments will be collected on or shortly after the 1st or 15th of each month (dependant on your choice payment date) until the member formally cancels the membership (see Cancellation below). Memberships paid by direct debit are non-transferable.

For Juvenile applicants, a parent or guardian must complete the Direct Debit mandate. By signing the Direct Debit mandate you are confirming that you are authorised to set up payments from the account

- ii) Annual membership is for a period of one year (subject to any membership offer detailed at the time of purchase). The membership will terminate unless the member chooses to renew membership.
- iii) Charges will be reviewed annually and determined by West Dunbartonshire Leisure Trust (WDLT)

2.0 Membership Cancellation

2.1 Direct Debit Membership

Members paying by direct debit may cancel their membership at any time by giving 28 days written notice at a WDLT site or by completing a membership cancellation form. A membership cancellation form is available from all leisure centres. Members are recommended to advise their bank/building society of cancellation and check subsequent account statements.

2.2 Annual Membership

Annual membership is a one-year contract, which cannot be cancelled unless:

- i) The member suffers an illness or injury confirmed by a medical practitioner that prevents them from using the

facility for the remainder of their membership period.

- ii) If a member's circumstances change due to unforeseen circumstances, an annual paid in full membership can be transferred to another individual on receipt of a written request from the member wishing to transfer. The proposed new member must complete an induction prior to the transfer. An administration fee is applicable

2.3 Membership Suspension

If a member's circumstances change and they are unable to use the facility for a short period, then at the written request of the member, WDLT is willing to suspend membership for a minimum of one month and a maximum of three months. A nominal suspension fee will be charged by direct debit per month. This must be applied for 14 days before monthly payment is due.

Direct Debit Membership

During the agreed period of suspension direct debit subscriptions payments will not be collected and will resume at the end of the suspension period.

Annual Membership

Annual members will have the agreed period of suspension added onto the end of their membership period.

3.0 Membership Cards.

Members will be issued with a membership card or wristband which must be presented on every visit. At reception members will obtain a valid receipt and notify staff for every activity that they wish to attend. WDLT reserves the right to refuse entry to members who do not present the card or wristband. There will be a charge for a replacement card / wristband.

4.0 Use of the Facilities

Before taking part in West Dunbartonshire Leisure Trust activities gym users must complete an induction and agree to the Health Commitment Statement .

Juvenile users must be at least 12 years of age to access the gym. Non member juveniles must either attend a supervised juvenile session or be accompanied by an adult who has completed an induction.

Members who have group fitness classes included within their membership terms are allowed to attend any of the classes in the published group fitness programme. Bookings may be made up to 7 days in advance. If you are unable to attend your class booking please cancel immediately to give others the time and opportunity to

take advantage of a last minute space/booking. Cancellations can easily be made via our APP or by phoning into the relevant centre up to 2 hours prior to the start of class with no penalty; any shorter notice than 2 hours will be treated as a late cancellation. If you repeatedly fail to turn up for class bookings without cancelling a minimum of 2 hours or more in advance you may have booking privileges withdrawn.

5.0 Termination of Membership

WDLT will terminate the membership of a member if:

- i) any part of the member's membership fee remains unpaid 14 days after its due date for payment.
- ii) the member provides details that are known to be false when applying for membership and the false declaration would have affected WDLT's decision to grant membership.

If WDLT terminates membership for any of the above reasons we retain the right to retain a proportion of the membership fee paid to us to cover any reasonable costs incurred as a result.

- iii) WDLT reserves the right to refuse or withdraw membership and amend terms at any time.

6.0 Liability

WDLT's liability for injury to a member and/or damage or loss to member's property is strictly limited to any injury, damage or loss suffered as a result of negligence of WDLT, its staff or its agents. With this exception WDLT will not accept liability for the safety of members and guests and their personal property brought into the facility.

7.0 Availability of Services and Facilities.

Access will be restricted during seasonal holidays. In the event of a closure of a facility due to refurbishments or unforeseen circumstances such as maintenance breakdowns, power cuts, extreme weather, no membership refunds will be given. West Dunbartonshire Leisure Trust will endeavour to notify customers regarding closures and alternatives by social media, website or its mobile app.

- 7.1 All category options are subject to availability. Customers should familiarise themselves with the facilities available in each centre.

- 7.2 **DATA PROTECTION** This short form Privacy Notice is provided for the purposes of the General Data Protection Regulation (GDPR) and is provided for all West Dunbartonshire Leisure Trust services. We will use your personal details (known as Personal Data) to provide you with the service(s) which you or someone else (with your consent) have asked us to provide as part of a contract or where we are under obligation to do so (public task or legal obligation). We will also use your personal details for purposes of crime prevention and crime detection and/or when required by law and will share it with other public bodies for that purpose.