

# Leisure Subscriptions

## Terms & Conditions

- One Month and Annual Subscriptions are on fixed term contracts and are paid in full at the start.
- Monthly Direct Debit Subscriptions are rolling and do not have a fixed end date. They will continue until such time as you advise us in writing of your intention to cancel.
- When paying by Direct Debit you will be asked to make an initial pro-rata payment:
  - When starting before the 15th of the month the payment will cover the remainder of that month. Subsequent monthly payments will be taken by Direct Debit
  - When starting after the 15th of the month, a pro-rata amount for the remainder of the first month plus full payment for the second month is due
  - A £30 Administration Fee is due together with the first payment. If you cancel your subscription, you will need to pay the Administration Fee again upon restarting.
- If a Direct Debit payment is not received, a letter will be sent to the Payer and, where consent applies, to the Subscription holder advising that the amount is still due.
- A photo (taken at reception) of the Subscription holder is required and is retained on our computerised membership system as a means of identification.
- Subscription holders must present their leisure pass at reception before any facility is used.
- The holder is entitled to unlimited use of the Subscription purchased; however a Subscription does not guarantee automatic access. Subscription holders are advised to book fitness suite, health suite and studio classes up to 14 days in advance to avoid disappointment.
- Gold subscription holders must cancel studio classes more than 6 hours prior to the start of the class or a late cancellation charge will be applied. Customers' accounts will be automatically blocked resulting in no further bookings being allowed until this charge has been paid.
- Subscriptions are non-refundable or transferable and use by anyone other than the named person will result in the termination of the Subscription.
- If a Subscription holder fails to comply with Shetland Recreational Trust General Rules and Regulations, or otherwise behaves in an inappropriate manner, we may terminate that person's subscription with immediate effect.
- An induction is required before use of a fitness suite is permitted; this is included in the cost of a new Silver or Gold Subscription. Please enquire at reception for details.
- An induction, which is free of charge, is required before use of the toning chairs in Clickimin Leisure Complex health suite is permitted.
- Not all activities are available in all centres. Customers should familiarise themselves with the activities available before purchasing a Subscription.
- All facilities will be subject to periods of closure and no recompense will be made for loss of use.
- Shetland Recreational Trust reserves the right to:
  - Refuse any application for a Subscription
  - Cancel, suspend, withdraw or amend any activity or facility
  - Amend prices and Terms & Conditions at any time.