



**South
Staffordshire
Council**



Membership Application

Leisure Centre

Renewal ☐

New Member ☐

Personal Details *(Block Capitals)*

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐

Telephone No. _____

Full Name _____

Mobile _____

Address _____

Email _____

Date of Birth _____

Work Tel No. _____

Post Code _____

Membership No.

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Marketing consent

Leisure Services would like to send you exercise hints and tips and further Leisure offers. Your information will not be shared with any Third Party. Please tick here if you wish to receive these. ☐

Membership Category

Student Membership ☐

Letter to confirm student hours ☐

Membership type _____ Date letter received _____

I have seen and understood the Health Commitment Statement and agree to adhere to it.

Customer Signature _____ Date _____

Payment / Bank Details

Annual Payment	
1st Months Payment	
Date Joined	
DD Amount	
First Instalment Due	

Signed on Behalf (South Staffordshire Council)

Staff Signature _____ Print Name _____

Customer Signature _____ Date _____

From time to time we may wish to contact you about offers that may be of interest to you. If you do not want to receive this information, please tick. ☐

Your information will be held securely and not passed to any third party.

I apply for membership and I agree to be bound by the terms and conditions of membership laid out overleaf and from time to time any changes notified to me.

If you wish to receive other alerts from the Council visit www.sstaffs.gov.uk and click "Sign up for alerts"

Terms, Conditions and Exemptions

1. Memberships are for a minimum of 3 months (3 direct debit payments). Customers cancelling before this time will be liable for the remaining payments.
2. Cancellations must be made via the South Staffs cancellation form, these forms are available from the Membership and Retention Officer at the centre. The Leisure Centre will not accept letters of cancellation.
3. One months' notice must be given for a cancellation. If the cancellation comes in before 20th of the month, then the cancellation will occur at the end of that month. If the cancellation comes on or after the 20th of the month the membership will be cancelled from the end of the next month.
4. The cancellation of the direct debit is the customer's responsibility. Refunds on memberships WILL NOT be given. Customers must ensure that direct debits are cancelled at the bank.
5. We advise that customers retain the copy of their cancellation form for future reference.
6. Members are requested to adhere to the Health Commitment Statement.
7. Additional terms and conditions may apply to promotions.
8. Memberships are unlimited access in relation to the specific membership package taken out. Unlimited access is subject to clauses 11,13,14 , 15 and 16.
9. Membership fees are fixed for twelve months only (1st April – 31st March each year), after which point, the membership price may increase. Notification of the price increase will be displayed within the leisure centre at least 1 month in advance.
10. Membership fees are paid by monthly direct debit, or paid in full.
11. Student Memberships are available to purchase as a 1 month or 3 month membership and are paid in full. To qualify for this membership, students must be in full time education or attend at least 15 hours of further/ higher education per week. A letter of confirmation will be required when taking out this membership.
12. Lost and damaged cards can be replaced at the cost of replacement (currently £5).
13. Either parent or guardian must sign direct debit contracts for under 18's.
14. Membership excludes courses, special bookings/ activities i.e. Pandamonium, group activities, social events, and room hire.
15. Unlimited access does not include specialist sessions within a leisure centre's programme, e.g. the under 50's are not able to attend 50+ sessions. This can be over ruled at the discretion of the management whose decision is final.
16. Activities provided by a third party organisation are not covered within the membership.
17. It is always advisable to book in advance as booking slots cannot be guaranteed. Failure to attend appointments and cancellations made within 24 hours of the booked activity will result in appropriate action being taken. Members persistently failing to cancel a session and not turning up may have their membership rights suspended.
18. Please be aware that late arrival to classes may result in your place being allocated to another customer or, dependant on how late you are, you may not be able to take part in the class. The instructor's decision is final.
19. We reserve the right to change the activity programme and times of opening at any of its facilities.
20. We will inform all members of any planned closure of facilities due to maintenance (outside of Christmas Holiday Closure), no later than two weeks in advance. Relevant memberships shall be extended by one month if the facility is closed for longer than 20 days. Continuous memberships will be re-credited as appropriate. If the closure is extended appropriate extensions to memberships will be credited. This applies to a major facility area only (such as the swimming pool and sports hall) management's decision is final.
21. Management reserves the right to close facilities at short notice due to unforeseen circumstances, beyond their control. Membership fees cannot be refunded in these circumstances.
22. Only one court can be booked per day on a single membership number and the member must be present for the duration of the booking.
23. Memberships can be frozen for up to 12 month's dependant on the members circumstances. A medical certificate may be required. In the event of long periods of absence, a re-induction may be required before continuing with your membership.
24. We reserve the right to amend the above conditions of membership from time to time as necessary in the interests of good management of the leisure centre. Members will be notified no later than 2 weeks from the date of change.
25. It is the member's responsibility to inform the leisure centre of any changes to personal details, or medical conditions which may affect participation in sessions and use of specific facilities.