

## **Terms of your Paid in Advance Membership**

### **No refunds are offered on any paid in advance memberships.**

Members are responsible for contacting Achieve Lifestyle with any change in their personal circumstances, e.g. contact details

### **Membership Cards/Wellness Keys**

The facilities available to you depend on your membership category and venue that you have joined, full details can be found from your original venue

Services and facilities not included may be used by you at an additional charge, at our discretion

Members shall be issued with a membership card/key, which should be produced to enter/use the facilities. Persistent non presentation of your membership card may incur an additional charge

Membership Card/Key may only be used by you -any fraudulent use of the membership card/key may result in cancellation of your membership with no refund being made by us

You must bring your membership card/key with you each time you use the facilities

If you forget your card/key, we shall ask to see a second form of photographic identification before we allow you to use the facilities

Lost membership cards/keys will be subject to a replacement charge, details are available from your venue.

### **Use of Facilities**

The premises, may without notice, in order to execute repairs, alterations or decorative measures may close without notice



Before using our gym, you must first complete a health screening form and have a supervised gym session with one of our qualified gym instructors

We may refuse access to our facilities if we consider use of such facilities put your health at risk

You must consult your doctor before you begin any programme or class if you are unsure if it is suitable, or if you have any concerns regarding your health

Personal Trainers are not permitted other than those contracted with Achieve Lifestyle

Appropriate clothing and footwear must be worn at all times

Members shall not use the facilities whilst under the influence of alcohol or drugs. In the event they do so, it is entirely at their risk

Failure to treat the equipment in a reasonable manner may result in the termination of membership

Members must comply with the fitness facility etiquette rules

### **Termination, Suspension & Amendment of Membership**

You have the right to cancel or amend your membership for any reason in writing within 10 days of joining. Any bookings taken will be charged for. All correspondence must be addressed to the Membership Team.

Annual memberships only - You may "freeze" your membership for a period of one full calendar month and up to a maximum of 6 full calendar months. You must apply in writing to the Membership Team, if you wish to freeze your membership with one month's notice.

You need to inform us when you plan to resume your membership at the same time as when you wish to freeze your membership. But you may end your freezing earlier than initially indicated if you let us know in writing

We shall automatically reactivate your membership of your return date you have provided,

You will not be allowed to use the facilities whilst your membership is frozen, unless you pay the standard non member rates

Achieve Lifestyle shall acknowledge receipt of the suspension of your Membership. If you do not receive confirmation of your request within 10 working days, you must contact the membership team immediately. It is a member's responsibility to ensure they have received acknowledgement. We only accept proof of recorded delivery as evidence of posting