

MEMBERSHIP

Every person who signs the membership application will be jointly and individually responsible under this agreement.

This means that: i. If one of those people tells us to do anything in relation to the membership (including ending it) we will take that as authority from all of them;

ii. Each of those people will be responsible for paying all the appropriate membership fees for themselves, for any other people who have signed the form and for all linked members.

iii. Each of those people will be responsible for paying any extra charges and fees which they, any other people who have signed the form, a linked member or a guest has to pay for using facilities and services not covered by the membership category.

iv. Details of our email and postal address are on the website. If you need to give us evidence of certain things, you can provide them as attachments to an email. Your notice is not effective until we have received it. We strongly advise that when you give notice you get proof that we have received it.

Membership categories - You are entitled to use the facilities available under your category of membership. Each category of membership may have certain restrictions which only apply to that category of membership. We will tell you about these restrictions when you join or when you change your category of membership, whichever applies. We may choose to stop providing certain categories.

Membership types and length of membership – Annual membership (Paid in full, these are non-refundable), Ongoing Membership and Short-term Monthly Membership. Your membership will begin on the day when you make your membership application. Ongoing membership will run for the initial period, which is at least 12 full calendar months and will continue then indefinitely until you give us at least three full calendar months' notice in writing (excluding Padel/ Gym - memberships that are rolling monthly contracts with one months' notice).

The 'initial period' is the full 12-calendar or three months (short term) period from the 1st of the month after the date you made your membership application. Instead, we will treat your notice as if we received it on the first day of the following month and your membership will not change until one month after that date. If you join after the 18th of the month, you will need to pay for the rest of the current month, plus the whole of the next month. When you and anyone linked to your membership join, you will each need to have your photograph taken. This is to allow us to check your identity when you enter the club.

Membership cards - As soon as possible after you make your membership application, we will send or give you and any linked members a membership card. We may refuse entry without a membership card. If you lose your card, we will replace your card, for each replacement card will charge you a fee of £5. Your membership is personal to you and you cannot transfer it to another person. You must not lend your membership card to another person. If another person uses your membership card, we have the right to end your membership.

Changing your membership categories and linked members - You can apply to change your membership category by contacting us. You can only change your membership category after the end of your initial period. If you want to link another adult member to your membership, we will need their signature to make the change. If you are linked to another member, either you or the other member can ask to remove that link. If the linked member also wants to end their membership, they will need to give the period of notice that applies to their membership type and the initial period will still apply. If we remove the link between two members, each member will become an individual member.

Suspending your membership - At any time (other than after you have given us notice to end your membership) you can suspend your membership for a single period of between two and nine calendar months within any twelve-month period. You must tell us the start date for the suspension and the number of months you want it to last. We will charge you 15% of the relevant monthly fee for each month the membership is suspended. You can suspend your membership if you are suffering from a medical condition which means you are unable to use the club's sports facilities (this does not include pregnancy, but does include a medical condition that arises during pregnancy). You must give us suitable evidence. The suspension will take effect from the first day of the month following the date we receive your request and your suitable evidence. Throughout the time your membership is suspended due to a medical condition there will be no monthly fee.

Members may request a suspension of their membership in the event of pregnancy; from the moment they find out/decide to suspend and up to three months following the baby's due date. This suspension will be classified as a medical suspension, during which no membership fees will be charged. To process the suspension, members are required to provide a MAT B1 certificate, issued at approximately 20 weeks of pregnancy, as confirmation of the expected due date. If the required documentation is not submitted within five months after the initial suspension request, payments will be automatically reinstated. If you suspend your membership and the suspension starts during your initial

period, we will extend the initial period by the total period that your membership was suspended

If you suspend your membership and the suspension starts during your initial period, we will extend the initial period by the total period that your membership was suspended. At any time you can end your membership if - you are suffering from a medical condition which means you are unable to use the club's sports facilities (this does not include pregnancy, but does include a medical condition that arises during pregnancy); you lose your employment or are declared insolvent; you are being relocated in your employment; we are satisfied that there has been a change in your personal circumstances, other than those listed above, which means that it is no longer reasonable for you to use the club's facilities or to continue being a member. To end your membership for one of the reasons listed above, you must give us notice in writing. However, you cannot give notice during a period where your membership is frozen.

Cancelling your membership - We will not tolerate our staff or other members being verbally abused or intimidated or being physically threatened. If we find this to be the case, we have the right to report you to the police, to ban you immediately and permanently. We may also cancel your entire membership in the following circumstances.; If you or a linked member breaks or repeatedly breaks this membership agreement or the club rules and you do not or cannot put it right within seven days of us writing to you about it; If, with your knowledge or permission, another person uses your membership card to get into the club ;If, with a linked member's knowledge or permission, another person uses that linked member's membership card or token to get into the club.; If you, your linked member or your (or a linked member's) guest uses rude or abusive language or behaves or threatens to behave in a violent or aggressive way.; If you do not pay your membership fee when it is due, we will write to you to let you know. You will need to make a manual payment for the missed fee. If you do not pay for your membership, we will prevent you and any linked members (adults or children) from entering the club. This does not mean we will end your membership. Three missed payments in a twelve-month period will result in cancellation of your membership. There is a £15 fee applied for any direct debits that are rejected. Cancelling your direct debit does not mean you have given us notice to end your membership. You must give us written notice.

Changing your membership fees and this agreement

i. Gym - We may increase membership fees automatically each year by up to 5%. If we do this, the new fees will come into force on 1 April each year. If we plan to increase the

membership fees by more than 5% we will make every reasonable effort to give you at least one month's notice. We will give you notice of the change by writing to you.

ii. Rackets - The membership fees for each category of membership will be reviewed annually by the Board to take effect on 1 April in each year. Proposed membership fee increases of more than 5% must be agreed by ordinary resolution by the Voting Members at an annual general meeting. Guests - You can introduce guests to the club.

Guests must pay the appropriate fee to use the facilities. You may sign in up to three guests at any one time. You can sign in the same adult guest up to twelve times a year, but no more than twice in any month.

Liability - We do not accept liability for damage or loss to your property or a guest's property that may happen on the premises or within the grounds of the club. We have the right to increase, reduce or withdraw certain facilities, services or activities in the club either permanently or temporarily (for example, to carry out cleaning, repairs etc).