

# Terms and Conditions of Membership

Applies to: Ards Blair Mayne Wellbeing and Leisure Complex,  
Comber Leisure Centre and Portaferry Sports Centre

## Membership Categories

### Adult

Available to those 18 years and over

### Concession – *applies to:*

#### Over 60

Available to those aged 60 and over. Proof of age must be provided at the first time of application only.

### Disability

Proof provided must be issued within the last 3 to 6 months, showing the receipt of one of the following:

Disability Living Allowance (DLA) – Highest or Middle rate

Personal Independence Payment (PIP) – Enhanced or Standard Rate

Employment and Support Allowance (ESA)

Universal Credit

Income Support

Blue Badge

Documentation must clearly show the applicants name and address and an expiry date and must show receipt of current payments. Where an expiry date is not provided, proof must be resubmitted every 6 months.

### Unemployed

Available to those claiming Universal Credit, in receipt of Carer's Allowance or Carer's Credit.

Documentation must clearly show the applicants name and address and an expiry date. Where an expiry date is not provided, proof must be resubmitted every 6 months.

### Student

16 and 17-year-olds must provide proof of age at time of application.

18 year olds still at school must provide a letter from the school confirming attendance.

School leavers wishing to continue or take out membership during July and August must provide proof of a place offer from a university/college.

18 years and over in 3rd level education. Proof provided must show:

- The name of the college/university being attended
- the student's name and photograph
- the expiry date of the student status.

Open University will not be accepted for student status.

Where an expiry date is not provided, proof must be provided annually at the beginning of the academic year.

Where a membership requires proof of eligibility, the membership will not be activated until the proof has been verified.

It is the members responsibility to ensure scanned proof can be clearly read.

Proof of age must be provided on an official document or card e.g. a passport, birth certificate, drivers licence or bus pass.

## **General Terms and Conditions of Membership**

Please refer to our [Privacy Policy](#) for details of how your information is managed.

For payment by Direct Debit the first payment will be a pro rata payment, allowing immediate use of the facilities included in that membership. Payments thereafter will be monthly through your bank on the 1st working day of each month.

Members whose Direct Debit payment is returned unpaid will have the debt added to their account which must be paid at reception on their next visit to the centre.

Members whose Direct Debit payment is returned unpaid on two consecutive occasions will have their Direct Debit membership cancelled. The membership will be cancelled even if the member has paid the monies at reception. If there is a problem with your direct debit payment, you should contact the centre as soon as possible to it can be resolved.

Failure to resolve a direct debit issue may result in only a cash membership option being available to you.

Any outstanding amount owed must be paid and failure to pay may result in legal action being taken.

Any membership may be cancelled with a full refund when cancelled within the first 14 days of joining. The request to cancel must be made in writing by Change of Status form or by email to the centre providing your name, address and membership number.

### **The centre requires one month's notice to cancel a Direct Debit membership.**

Notice must be given to the centre in writing by Change of Status form or by email to the centre providing your name, address and membership number.

**It is the members responsibility to cancel the Direct Debit instruction with their bank.**

Renewing Cash Membership - cash memberships may be renewed on the Leisure AND App or online services or by filling in a Change of Status form at the centre, appropriate proof of status, if required, must be provided when renewing.

**Refunds are not available on any membership** including where the member chooses not to attend the centres.

Changes to Membership - members may change their membership type or category using the Leisure AND app or online services or by completing a Change of Status Form, available from reception. Any change made to Direct Debit membership will be affected at the subsequent Direct Debit run. Cash payers will not be given a refund on downgraded membership.

Memberships may not be up or downgraded between the 20<sup>th</sup> of the current month and 6<sup>th</sup> of the following month to enable the Bacs process to complete.

At Home - An 'At Home' facility is available to members who are unable to use their membership and wish to have their membership suspended for a period of time. The At Home facility can be applied for a maximum of three consecutive months, once in a twelve month period. Granting of At Home status is at the discretion of Management.

For our computer records you must have your photograph taken on your first visit to the centre.

All members must have their card scanned at reception, including when pre-booked. Receipts must be handed to the instructor or attendant where appropriate.

The membership card remains the property of Ards and North Down Borough Council. Your card is valuable, please report loss or theft of your card immediately. A fee will be charged for replacement cards.

Memberships are non-refundable and will be suspended without refund if misused.

All sessions covered by your memberships are subject to availability.

Ards and North Down Borough Council reserves the right to alter or cancel sessions and to shut areas of the centre for essential repair and maintenance when necessary. Your membership can be used at the Ards, Comber and Portaferry centres as applicable, therefore refunds will not be made should any of the facilities need to be closed for whatever reason.

Ards and North Down Borough Council reserves the right to refuse an application for membership up to the point of entering the membership on the management system and after an online application has been made.