

# The Geoff Moulder Leisure Complex

## Membership terms and conditions

### General

- Boston Borough Council does not accept any form of threatening or abusive behaviour towards other members or its staff.
- It is a member's responsibility to inform us of any change of circumstances/contact/address details.
- Memberships are personal and cannot be transferred or sold to another person.
- Anyone found to be "lending" their membership card to other persons may have their membership withdrawn without refund.
- Upon joining you will be issued with a membership card, you must present this each time you wish to visit the complex. You may purchase a membership wrist band which will replace your membership card. If you do not bring your active membership card /wrist band you will not be able to use the facilities.
- Lost cards/wrist bands will be replaced at cost.
- A photograph will be taken of you upon joining and will be saved to your membership file. This is added security to prevent other persons from using your membership.
- Please arrive in good time for classes/appointments. If you are late arriving for your appointment we will try to accommodate your booked slot but this cannot be guaranteed. If you are late arriving for a fitness class you will not be able to take part.
- Discounted packages require proof of eligibility and are checked regularly.
- To remain on Corporate membership you must still be employed at the eligible company/organisation and there must be a minimum of four active members. If less than four you will be written too explaining your package will change to the equivalent package (package A).
- In line with Data Protection legislation we do not keep any personal details of members who have not had an active membership for over a year. All details are removed from our membership screens and any paper forms are shredded.
- You will need to undergo a full induction and complete all relevant forms if you wish to re-join.
- Photography/filming is prohibited within the centre.

### Closedown/reduced opening

- At certain times throughout the year; public holidays/Christmas we operate reduced opening hours. These will be displayed prominently in the reception areas.
- Maintenance is carried out throughout the year with little disruption to service; however for major renovation, close down periods will be needed and may affect the level of service offered. We aim to provide as much of the service as possible while works are active; however it is inevitable that service will be limited and at certain times be closed. During such works we will allow you to take a payment holiday on your membership for no additional cost.

### Gym, fitness classes, health area and swimming pool

- You must be in appropriate leisure wear/footwear to use the gym/studio (NO jeans, no open toed shoes/slip on shoes)
- Plastic bottles/drink bottles are only permitted into the gym and studio – no open cups/no hot drinks.

### Gym, Swim, Classes, Relax

- The health area (sauna, steam room, spa pool and leisure pool) is only accessible to those people using this area, that is to say, no clothed personnel permitted in this area.
- Suitable swimwear; swimming costume, trunks, swim shorts (above the knee) must be worn at all times in the health area and swimming pool.

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- While we appreciate mobile phones are part of everyday life, we ask that you do not use mobiles in the studio/health/relaxation area. Mobile phones can be taken in the gym for their use of music only – please refrain from having conversations whilst in the gym.
- Class timetable is reviewed regularly and is subject to change. Notices will be displayed in prominent places around the centre, and on our website. Minimum of two weeks' notice will be given for a permanent change to a class.

## Gym Inductions

- All persons wishing to use either the kids gym or adult gym must have an induction. After your induction, if you join within 30 days the induction fee will be deducted off your pro-rotta payment/upfront membership fee or your first direct debit payment.

## Direct Debits

- Direct Debit memberships are on-going with no tied-in contracts.
- A pro-rotta payment is required upon joining that will take you up to your chosen monthly Direct Debit payment date, which can only be the 10th or 28th of each month.
- If your bank fails to make a direct debit payment when due from your account we will write to advise you of this. You will need to re-set up your direct debit with us and you will incur a £5 administration charge. The joining fee will also become payable after your membership has been expired one month.
- A Payment break is permitted to be made to your direct debit. We require 14 days written notification. Payment break can only be done per payment, that is to say, one month break minimum. Maximum of one month's payment break per year.
- Membership categories can be changed - you may need to pay a small increment at the time of changing category.
- We require 14 days written notification by completion of a Direct Debit instruction form to make any changes/cancel your Direct Debit. This can be done at one of our receptions.
- All Direct Debit forms/instructions must be completed by the bank account holder – not the membership holder.
- Once a direct debit is cancelled the contract is terminated. To re-join you will need to complete all relevant forms and pay the joining fee/pro-rotta payment.

## Cash memberships

- All above general terms apply to cash memberships.
- 12 month memberships receive 15 months membership (for the price of 12) and also receive free joining fee. The three months free are given at the end of the 12 month period. This membership offer is not open to Boston Borough Council staff/Boston College staff and students, Boston schools or corporate memberships
- The joining fee is not payable if you renew within one month of your membership ending.

## Cancellation policy

- A minimum of 14 days written notification is required to make any changes to your Direct Debit, including cancellation. An instruction form can be completed at reception or an email is acceptable for cancellation of Direct Debits.
- In exceptional circumstances such as injury/ill health, the management (at its sole discretion) may agree to suspend membership with medical documentation.
- Refund for an advanced paid member will be dependent on the circumstances and at the discretion of the leisure centre principal officer.
- Pay per visit sessions/induction fee are paid in advance. To transfer the payment to your next visit you will need to notify us by 7.30am for bookings before noon or by 10am for bookings at noon or after.
- Personal training sessions- 24 hours notice is required for cancellation to have a refund or to transfer your session.

**Boston Borough Council reserves the right to vary/change any of its policies/rules/programming without prior notice.**