

Fitness Direct Membership Terms and Conditions

- Membership of New Forest Health and Leisure by direct debit or annual payment is only available as a minimum 12-month commitment for the first year. This means that you cannot cancel or downgrade your membership within the first 12 months.** Thereafter, payments (which may increase under condition 10) will continue to be drawn until the Centre is instructed otherwise. Two months written notice must be given if you wish to terminate your membership after the first 12 months has lapsed.
- If you choose the direct debit option and payments are stopped during your 12 month commitment, action will be taken to recover the full balance owing for 12 months membership.**
- Joint members are required to become individual members in the event of one of the pair terminating the membership, and pay the single membership rate.
- Should you cancel your membership within **10 days** of application, we guarantee your money back.
- Direct debit instructions are not accepted on bank accounts for children **under the age of 18yrs**. These customers must provide the account details of their **parent/guardian who must sign both sides of this form as authorisation for the mandate and as acceptance of the terms and conditions**. When the member turns 17yrs fees will revert to the adult rate. When the member wishes to pay for the membership from their own account, a new application form/direct debit instruction will be required. If this does not occur, fees will continue to be collected from the parent/guardian's account. Where written confirmation is received from the bank account holder cancelling the agreement after the member reaches 18yrs and the 12 month commitment has been completed, if no new bank details are received by the centre, the membership will be terminated.
- The Centre reserves the right to amend the programme and access to the facilities will be as listed in the current Centre brochures and leaflets. There will be no refund or adjustment to the fee where facilities and/or equipment is unavailable for use by members.
- If your Fitness Direct membership is any package **apart from** the single peak or joint peak option normal **members prices apply** at all other New Forest Health and Leisure Centres. If you have the all inclusive single peak or the all inclusive joint peak option your Fitness Direct membership is valid at all sites*. **Some site specific restrictions may apply.*
- Unlimited use is subject to space being available. You should still book classes in advance. Swimming is available during advertised sessions.
- Should you regularly book your sessions and not turn up, you may be subject to an additional fee.
- Fees are reviewed annually, in January, and may be amended. Price increases will take effect immediately for all new customers.**
- Membership is not transferable under normal circumstances.
- On arrival for your session you must have your New Forest Leisure card swiped at reception. Failure to do so may result in an additional charge.
- Replacement Leisure Cards will be charged at £1.20.
- Non-payment of your direct debit will automatically render your New Forest Leisure card invalid.
- No refunds will be given.
- Your account will be debited on or near the 26th day of each month.**
- Off peak membership entry restrictions differ by Centre, please check with your Centre.
- When a customer on a family membership turns 17yrs, they will automatically be removed from the membership.
- If a customer with an expired annual or terminated direct debit membership, then chooses to select a further membership option, following a maximum break of two weeks where no membership was in place, they automatically enter into a new 12 month commitment period.
- Usual Centre conditions of use apply to all Fitness Direct members. Conditions of use are available in reception.
- Customers taking up cross site usage should take out membership at their primary use site. Usage patterns will be monitored and customers with high use of a secondary site may have membership transferred and may be invoiced for any difference in price.
- Price for Life applies to all Fitness Direct memberships. Terms and conditions apply.