

Welcome to membership at DBLeisure. When you become a member of DBLeisure, you get access to three leisure centres and an outdoor sports venue all within the Dudley borough. These terms and conditions replace any previous versions.

## **1. Membership, financial and cancellation terms**

- 1.1 Your membership will begin on the day you join and pay your fee after which you agree to be bound by these terms and conditions.
- 1.2 Your membership is non-transferrable, you must not allow anyone else to use your fob or membership number. If you allow your membership to be used by any other person, your membership may be cancelled without refund of any fees including induction and/or joining fees.
- 1.3 For those members on an annual membership, the membership package is offered for a minimum of 12 months and you are not able to cancel within this period. The membership fee must be paid in full on the day of joining. We will contact you before the expiry of your 12-month contract to provide an updated membership price to enable you to renew.
- 1.4 For those members on a direct debit monthly membership, members can cancel their direct debit membership at any time without charge providing a minimum of 14 working days' notice is given in writing to the membership administration team before the next collection date (see point 9). If the required notice is not given the payment may be taken on the next collection date. Refunds will not be given for late notification. Members are advised to cancel their direct debit with their bank. Members will remain liable for any outstanding payments incurred prior to cancellation.
- 1.5 Members joining in person at the centre are not entitled to a 14-day cooling-off period. On-line joiners are entitled to a 14-day cooling off period if the facilities have not been used.
- 1.6 If you wish to cancel your membership with us, you must do so in writing to the membership administration team (see point 9).
- 1.7 Any communications will be sent to your preferred method of communication, either your registered email, postal address or phone number, it is your responsibility to ensure you inform us of any changes to these details.

## **2. Fees**

- 2.1 Any discounted rate e.g., options + and corporate membership will only apply where relevant details of eligibility are provided. Please visit [www.dbleisure.co.uk](http://www.dbleisure.co.uk) for details. If your entitlement changes you must notify us in a timely manner.
- 2.2 For those members on an annual membership, the annual membership fee must be paid in full on the day of joining.
- 2.3 For those members on a direct debit monthly membership, monthly payments will be due on the 1st day of each month. Should an application for direct debit payment be declined, membership will be suspended until the account is paid in full. We will provide you with a minimum of 10 working days notice in writing of any change to the price of your membership.

- 2.4 No refund will be given on membership where the facilities are not used.
- 2.5 A charge will be levied for the replacement of lost membership cards or fobs.
- 2.6 Members may be charged for non-attendance or cancelling bookings within the notice period. Booking entitlement may also be suspended for 30 days. For information on our booking and cancellation policy, please visit [www.dbleisure.co.uk](http://www.dbleisure.co.uk)
- 2.7 Freezing membership (direct debit membership only) members can request to freeze their direct debit membership without charge, providing that a minimum notice of 14 working days is given before the next collection date. If the required notice is not given the payment may be taken on the next collection date. Refunds will not be given for late notification. Memberships can only be frozen from the start of a month for a minimum of one and a maximum of three consecutive months. Only one period of freezing will be allowed per calendar year. Memberships can be frozen for longer periods (up to a maximum of 6 months) on medical grounds, but proof will be required i.e. doctors or hospital letter. You will be contacted in writing if your request has been granted. This request must be made in writing to the Membership Administration team.

### **3. Facilities**

- 3.1 You are entitled to use the facilities available to your category of membership. You may have to pay an additional charge for certain facilities at the centre.
- 3.2 When attending the centre, you should ensure you bring your membership fob and use this to access the centre prior to using the facilities on each visit.
- 3.3 All activities are offered subject to availability.
- 3.4 All gym and wellness users must complete an induction prior to use. Members who have the gym included will be required to purchase a data key at reception to access the equipment. For more information about the data key please visit: <https://www.dbleisure.co.uk/gym>

### **4. Terminating or suspending membership**

- 4.1 We can cancel or suspend your membership if:
  - There is any misuse of the membership or breach of these terms and conditions
  - Your behaviour is likely to cause offence or endanger others
  - If any amount you owe us remains unpaid 30 days after the due date
  - If you provide us with details you know to be false when applying for membership

### **5. If you would like to provide feedback on the services, you have received**

- 5.1 DB Leisure is committed to providing high quality, affordable services to all its customers. There are times when we do things well, but there may also be times when things go wrong and you are left unhappy or dissatisfied. If you would like to complain, comment or provide a compliment on our services you can do this through the [Dudley Council Customer Feedback process](#).
- 5.2 All details on the process can be found in the link above and will guide you through the steps to take.

### **6. How we use your personal information?**

- 6.1 We will only use your personal information as set out in our privacy notice on our website.

## **7. Health and Safety**

- 7.1 If you have a medical condition that may affect your safety, you must inform the receptionist upon arrival.
- 7.2 If you are aged over 16 your blood pressure will be taken during your induction. Should this be above our recommended parameters you will be referred to our health partners for assessment. During this period you may be excluded from some activities for example gym and weight based resistance classes.
- 7.3 At all times you must conform to the displayed instructions and any instructions given by staff regarding the use of the facilities.
- 7.4 Facilities users are responsible for their own health and safety and should conduct their activities in a safe manner at all times so as to not impact on the health and safety of themselves or others when on the premises.
- 7.5 You are required to wear suitable clothing and footwear for the activity being undertaken.
- 7.6 In the event of an accident or incident, you must inform a member of our team immediately.

### *Swimming Pool*

- 7.7 Please follow all instructions provided by our team of lifeguards to maximise your enjoyment of your visit.
- 7.8 Customers must follow the centre's designated adult to child swim ratios.
- 7.9 Diving is only permitted in designated areas. Do not dive into shallow water.
- 7.10 Showering prior to the use of the swimming pool is requested.
- 7.11 In the event of an emergency, you must clear the swimming pool and follow the instructions provided by the lifeguards.
- 7.12 Do not swim for at least 48 hours after suffering from vomiting or diarrhoea.

### *Gym and Wellness Suite*

- 7.13 Prior to using any fitness equipment, you are required to undertake an induction with a member of the Health and Fitness team. Inductions should be booked in advance; this will guarantee availability and alleviate the disappointment of being refused entry.
- 7.14 Equipment and facilities must be used in a safe manner and in accordance with training or guidance given by a qualified member of staff or relevant signage.
- 7.15 No children under the age of 12 years are permitted in either the fitness suite or dance studio, unless attending a supervised or designated session.

## **8. Changing this Agreement**

- 8.1 We reserve the right to update and/or amend the terms and conditions as necessary without prior notice. Members are requested to adhere to the Membership Terms and Conditions at all times. These may vary from time to time within the centre of choice.

## **9. Contact details**

- 9.1 Membership Administration  
Dudley Council  
DBLeisure  
Crystal Leisure Centre Bell  
Street  
Stourbridge DY8 1AE  
Tel. 01384 812924  
Email. [leisure.dd@dudley.gov.uk](mailto:leisure.dd@dudley.gov.uk)