

# GLENEAGLE

LEISURE

## Terms & Conditions

### Direct Debit:

- This Membership type has a 30 day cancellation policy.
- Notice of Cancellation must be made directly to Gleneagle Leisure.
- Non-payment of monthly fees will first be notified by email and if not rectified the membership will be cancelled.

### Membership terms and conditions policy

**Refund:** A refund for non-use of membership will not be granted under any circumstances. In circumstances where a member has been advised to cease fitness activity by a medical professional, we can review a request for refund if it accompanied by a medical note. Any request for a medical refund can be made to the manager via email [leisure@gleneaglegroup.ie](mailto:leisure@gleneaglegroup.ie)

**Direct Debit:** Payment will be collected at the beginning of each month. Specific terms and conditions for the direct debit are as follows;

1. It will run for a minimum period of 1 month.
2. An initial set up/administration fee of €15 will apply, thereafter a monthly fee must be paid.
3. Your initial payment will be apportioned based what time of the month you join, going forward the set amount will then be debited from your account on the 1<sup>st</sup> of each month.
4. Non-payment of monthly fees will first be notified by email and if not rectified the membership will be cancelled.
5. This membership has a 30 day cancellation policy. Anyone wishing to cancel their direct debit must email [leisure@gleneaglegroup.ie](mailto:leisure@gleneaglegroup.ie) to inform them that they are looking to cancel their membership 30 days prior to their next billing date.

**Membership Freeze Option:** You can freeze your membership for a minimum of two months up to a maximum of twelve months upon production of a medical certificate. Suspension of your membership can only be granted with a prior written request from the member and approval from the management. Periods of non-use of the facilities cannot be back-dated under any circumstances.

**Termination of Membership:** Management reserve the right to terminate any membership for violation of any rules or regulations of the club or for conduct deemed by the management to be detrimental to the welfare, good order or character of the facility or its members and users. In the event of any dispute arising between a member of the facility and the management of the facility, the decision of the management will be final.

**Transfer of Membership:** All Memberships may not be transferred or assigned to another person. Membership deposits and fees are not refundable under any circumstances.

**Student memberships:** Members are required to submit a current and valid ID otherwise full rates will automatically apply.

**Membership Fob:** Your membership key fob permits you to enter the facility. Under no circumstance may you permit any other person to use your key fob to gain entrance to the facility. Abuse of membership key fobs will result in membership termination. Lost Key fobs are replaced at a cost of €5 per card.

**Health Screening:** The member acknowledges that he/she is in good health and is not suffering from any illness or disease. The facility health screening status questionnaire must be completed and signed by all members in advance of using the facility.

**Dress Code:** Members and Guests are required to dress in a proper manner appropriate to the various club activities. Clean sports shoes and socks are required when using the gym. Swimwear must be worn in the sauna/steam room. As a courtesy to other members/guests it is compulsory to shower before using any of the club facilities.

**Personal Liability & Lockers:** The member acknowledges that the facility accepts no liability whatsoever for any personal injury, damage or for the loss of any personal items sustained by the member while using the facility premises, or parking areas.

**Repairs:** The facility management will use its best endeavours to ensure that all facilities, apparatus and equipment are maintained in working order but accepts no responsibility to the member for failure or breakdown of any equipment or apparatus however caused.

**Mobile Phones, Cameras and Recording Equipment:** Mobile phones are strictly banned in the changing rooms and activity areas of the facility. Cameras and recording equipment is strictly prohibited in all areas of the facility.

**Swimming Pool:** Members must agree to abide by our water safety policy – under 14s must be accompanied in the water by an adult.

**Thermal Suite:** As a courtesy to other members/guests it is compulsory to shower before using the thermal suite. Under 18's are not permitted to use the Thermal Suite. Members must be in full physical health when using the thermal suite.

**Gym:** For safety reasons this area must be kept dry. Users of these facilities are therefore forbidden from entering the gymnasium whilst wearing wet clothes. Members are advised to carry a towel whilst using the gym. The booking of a fitness assessment is available at reception. Under 16's are not permitted to use the gym. Members are not permitted to conduct personal training sessions with other members of the gym. Members are not permitted to have their own personal trainers in the gym, however the Club will provide a list of certified personal trainers if they wish to avail of them.

**Opening hours:** The times at which any or all of the facilities shall be available to Members and guests shall be at the discretion of the Manager and can be altered at any stage during the year. Adults only hour (Over 18s): we have an adults only hour from 8pm to 9pm Monday

to Thursday excluding bank holidays and holiday hours. No under 18s are allowed in the facility during this hour.

**GDPR:** Personal details and photo IDs on Trybe Membership system will be kept on file for a period of 12mths after your membership expires. This is for marketing purposes and to aid renewals. Should you not renew within that period all data will be deleted in accordance with generally accepted GDPR policies. Click the 'opt out' button on our Trybe Membership system if you do not wish to be contacted by Gleneagle Leisure or Gleneagle Skin & Beauty Salon for various promotional marketing campaigns.