

Covid -19 – Active Nottingham - Terms and Conditions addendum

Memberships

1. Where access to facilities was withdrawn due to closure following Covid-19, 18 days pre-paid credit will in the first instance be provided on opening with the remainder of the month free of charge with collections resuming in September
2. Our cancellation clause has been amended to include symptoms of Covid-19 or the requirement to shield or self-isolate. In these instances a free freeze will be applied to the membership on completion of the relevant e-form.
3. For those who hold a membership agreement the months of closure will count towards the minimum 11 months of the agreement period however, 30 days written notice of cancellation still applies once the minimum term of the agreement has been met.
4. Where cancellations occur whilst still in the minimum 11 months membership agreement term we will pursue debt through 3rd parties as per T&C's if the instruction is not reinstated under the terms of the agreement with us.
5. Where the service becomes available to access, the membership collections will resume with notice provided. An option will be given to members to re freeze their membership for a period of not more than 3 months free of charge. Continuation of the freeze after the 3 months will be permitted to retain your membership price however, a fee of £6.99 per month will be charged for a maximum of 4 months, after which normal collection rates will apply. For those who hold a membership agreement any further extension of the freeze period outlined above will not form part of their 11 month minimum agreement. Any extension of the freeze for further than a three month window the agreement period will be extended.
6. Where a member has cancelled their direct debit during the period of closure and the required 30 days' notice of cancellation has not been provided no refunds for the credit due will be provided. Only those who have provided notice of cancellation will be provided a refund equivalent to the 18 days lost as a result of the closure during the collection period of 5th March to 4th April.
7. Where a member has chosen to re freeze their membership, the 18 days credit owed will be provided once the membership is live again through an extension of the end date or equivalent deduction in their first months Direct Debit payment.
8. Where a member has cancelled their direct debit in accordance with the cancellation policy during the closure period we will offer free reinstatement within 6 months of reopening and allow their previous monthly price level to be applied.

Annuals

1. Annual members will have the length of their membership extended to cover the closure period. Where the membership ended during the closure period, the membership will be extended to allow access for the equivalent of the days lost.
2. Annual membership refunds will only be part refunded where our regular cancellation terms are met and evidence is provided.

General use

1. All leisure centre bookings must be pre booked and paid for prior to attending a leisure centre – all those participating must hold an Active Nottingham Account.
2. We will adhere to government guidelines laid out with regards to Track and Trace (where requested we will provide attendance data should contact need to be made by authorised parties)
3. Should you test positive or develop symptoms of Covid-19 then please refrain from using the leisure centres and follow government advice.
4. Children aged 13 and under are unable to access facilities during phase one of reopening including gym and fitness classes. Those aged 14 and 15 will be permitted to access gym and identified fitness classes only under the supervision of a parent/guardian/adult of the same booked session.
5. Carers will continue to be offered access free of charge but will be required to hold an Active Nottingham Account and have pre booked via the Customer Service team for the same activity of the member they are caring for.

Clubs

- Clubs will have to provide written evidence of their Covid-19 procedures that their members are adhering to in line with NGB guidance
- Clubs will be credited the last two weeks or equivalent of hire for March period where this period of hire has already been paid for and the club were unable to attend. This credit will be applied to their next period of hire.
- Clubs will be refused entry if any of their members do not comply with Leisure Centre Covid-19 procedures as well as their own club procedures.