

Terms & Conditions

1. On commencing your Membership, any part month pro-rata payments must be made at the time of joining.

2. All Memberships must initially run for three full month payments. Any failed payments made during this time will need to be paid for. Failing to do so will be classed as a 'breach of contract' and will be passed to our Legal Department.

3. After the initial 3 months, your Membership will continue to run and Direct Debit payment be collected unless cancelled by yourself with your bank/building society as section 8 of Membership Terms & Conditions.

4. Direct Debit Membership can be frozen without charge. Maximum of 3 freezes per calendar year for a minimum period of one collection month. To do this you will need to complete a freeze form available from Customer Service before 20th of the preceding month.

5. The non-payment of a Direct Debit will automatically render your Membership Card as invalid. Payment will need to be received by cheque, cash or credit card. Future payment requests will not be stopped unless cancelled by you with your bank/building society as section 8 of Membership Terms & Conditions.

6. Should we discover that Direct Debit payments are not being received then we will claim back for the period that has been unpaid.

7. During the initial 3-month contract your Membership may be subject to an annual price increase.

8. Cancellation of Membership must be made by yourself at your bank/building society before the 20th of the month in order for it to be activated for the following month. (All contracted members must have completed three full months payments). No Refunds given on Membership as section 12.

9. Annual Membership - these will run for a period of 12 months from the date of commencement. Regrettably no refunds can be given if you terminate your Membership before the expiry date.

10. A total of 3 holiday freeze periods are given on all annual memberships. The period of time for which you freeze your Membership will be added at the end of your membership year. A freeze form will need to be completed, available from Customer Service.

11. All Cash Plan Memberships including KickStart are payable in advance with No freeze allowance and No refunds available. Membership Contract terms & conditions apply.

12. No refunds given on Memberships.

13. Your Membership Card must be shown prior to obtaining an activity or facility ticket. Tickets must be shown at activities or facilities in CONJUNCTION with your Membership Card.

14. Membership Cards are not transferable. Tickets must only be obtained for your sole use; failure to comply may result in termination of your membership.

15. The replacement of a lost Membership Card will regretfully incur

the Member a £2.50 fee. No entry will be permitted without the production of a valid Membership Card.

16. For bookable activities, members may book 14 days in advance. Payment is required at the time of booking for activities not covered by Membership.

17. Bookings are not refundable but are transferable up to 2 clear days prior to the activity date. For activities included in the membership, members are required to give a minimum of 30 minutes notice to cancel a class.

18. Members will be charged full non members rate for all bookings which are not cancelled within the required time frames.

19. Normal rules and regulations of the Centre will apply (these are available for you to see at the Pelhams Park Leisure Centre).

20. Access to activities and facilities will be as per the operating times and programme listed in the Pelhams Park Leisure Centre's Main Brochure.

21. Pelhams Park Leisure Centre reserves the right to amend or cancel any of its activity programme due to circumstances beyond our control. No compensation for whatever reason will be given.

22. Pelhams Park Leisure Centre may at any time, withdraw all or part of the facility for any period or periods of time, and with or without notice in connection with any major events, cleaning repairs, alterations or maintenance work, or for any reason beyond their control. There will be no financial compensation to members in these circumstances.

23. Members must be aware of and comply with the parking restrictions in the car park.

24. Members must ensure that they adhere to the General Rules and Conditions of Use which are displayed within the Centre.

25. BH live reserve the right to make any reasonable changes to these rules at any time providing we give you advance notice by displaying the rules within the Centre.

The Direct Debit Guarantee

All direct debit payments will be deducted from your bank/ building society on the 1st day of each month (should this fall on a bank holiday, the payment date will be taken on the preceding day)

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Pelhams Park Leisure Centre will notify you 20 working days in advance of your account being debited or as otherwise agreed. If you request Pelhams Park Leisure Centre to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Pelhams Park Leisure Centre or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Pelhams Park Leisure Centre asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.