

All activities and memberships are delivered by Castle Point Borough Council Leisure Services (CPBC), Kiln Road, Thundersley, Benfleet, Essex, SS7 1TF. This document specifies the terms and conditions of the Castle Point Leisure's Leisure Activity Card packages at Waterside Farm Leisure Centre and Runnymede Leisure Centre. **As a customer of CPBC you are advised to read the whole of this agreement carefully.** This agreement is made between CPBC and you (the customer) or parents or guardians signing on behalf of a person under 18 years of age.

Non-members Group Exercise Classes, Sports Courts and Fitness Suite admission terms and conditions

- 1.1. Group Exercise bookings and Sport Court bookings can be booked online or in person at reception at Waterside Farm Leisure Centre or Runnymede Leisure Centre.
- 1.2. Group Exercise Classes and Sport Courts purchased online will be confirmed by issuing a booking confirmation direct to your nominated email address.
- 1.3. Please ensure you bring a copy of the confirmation email with you. Copies supplied on your mobile phone will be accepted.
- 1.4. Leisure Activity Card holders will be required to have their photograph taken as part of the Membership registration process. This will be used for identification purposes and will be held electronically on the Council's computer system.
- 1.5. Group Exercise bookings and Sport Court bookings can be pre-booked up to 7 days in advance. Booking is strongly recommended for all applicable activities.
- 1.6. Non-members must swipe their Leisure Activity Card at the turnstiles or check in at the reception desk on arrival for Group Exercise bookings and Sport Court bookings. Failure to check in for classes and activities may result in you losing your place and booking.
- 1.7. Non-members who have a valid Leisure Activity Card can swipe and enter for prepaid Group Exercise Classes. Swipe and entry points are at the turnstiles at both Waterside Farm Leisure Centre and swipe access on the fitness suite at Runnymede Leisure Centre. Please note that all customers who have booked Sport Courts must visit reception prior to entry.
- 1.8. Non-members can receive a FREE Leisure Activity Card upon purchasing a Group Exercise Class, Fitness Suite and Sport Court booked online. If you have booked an activity online please visit reception in person to obtain your card. A replacement card thereafter will be issued on payment.
- 1.9. Non-members must agree to the Leisure Activity Card terms and conditions upon signing up.
- 1.10. CPBC reserves the right to implement price increases at any time.
- 1.11. Leisure Activity Card holders may be asked to produce their card at any time when using the leisure centres. Please ensure you bring your card with you upon each and every visit.
- 1.12. Leisure Activity Card are non transferrable to any other persons, breach of this agreement will lead to the termination of your card and refusal to enter the Leisure Centre.
- 1.13. No refunds will be given for customers who do not turn up for activity bookings.
- 1.14. When taking part in a class or activity the member is required to make the instructor aware of any injuries or illnesses that could be affected by their participation in the activity.
- 1.15. All customers must arrive on time for activity bookings.
- 1.16. Customers are strongly advised to have an induction (1-2-1) with a Fitness Instructor, however the customer is able to complete a 1-2-1 via the programmable sessions on the Halo App. Either of these will need to be completed before using the Fitness Suite.
- 1.17. Non-members must be over the age of 16 years of age to book activities.
- 1.18. Non-members are required to behave appropriately at all times. Any misuse of the Leisure Centre or equipment will result in you being asked to leave the premises and may result in the termination of your Leisure Activity Card and refusal to enter the leisure centres in the future.
- 1.19. Aggressive or abusive behaviour will not be tolerated.
- 1.20. Customers are allowed free parking whilst they are using the centres, as long as they remain within the facility. Car parking is subject to availability and cannot be guaranteed. Parking in non-designated areas is not allowed.
- 1.21. All bookings are made in the name of the specified individual as set out on the booking confirmation. Proof of identify may be required. Bookings are non-transferable to other persons.
- 1.22. All facilities will open and close as advertised. View our website for further details.

- 1.23. All customers must follow signage throughout the leisure centres at all times, including but not limited to social distancing, not congregating in groups, washing hands regularly and cleaning all equipment both before and after use.

2. Non-members Group Exercise Classes, Sports Courts and Fitness Suite Cancellations

- 2.1. CPBC reserves the right to close the Leisure Centres for reasons beyond the Council's control, including but not limited to fire, flood, power failure, heating failure, industrial action, and severe weather.
- 2.2. All sessions are subject to availability and cannot be guaranteed.
- 2.3. The Council will from time to time cancel activities for reasons beyond the Council's control
- 2.4. If the Council cancels any Group Exercise Activity or Sport Court booking in regards to sections 2.3 a full refund will be provided. Customers may choose to transfer their activity to another Group Exercise Class or Sport Court Booking within 7 days. The customer will be allowed to choose either of these options.
- 2.5. Refunds will be issued upon proof of purchase including a full receipt / email purchase confirmation.
- 2.6. Non-members are required to give a minimum period of 2 hours notice to cancel Group Exercise Classes and Sport Court bookings. Customers providing at least 2 hours notice or more can transfer their booking to another Group Exercise Class / or Sport Court booking within 7 days. No cash refunds will be given. Changing your session can be made in person or by contacting reception by telephone. Failure to cancel within two hours will result in your booking not being transferred.
- 2.7. No refunds will be given for customers who do not turn up for Group Exercise and Sport Court bookings under any circumstances.

3. Inspire and Under 18 Customers

- 3.1. Any customer under the age of 18 will need a parent or guardians permission to use the Leisure Activity Card and the Leisure Centres. A parent or guardian must be present in the sign up process and must accept the terms and conditions on behalf of the member.
- 3.2. Any customer under the age of 18 will need a parent or guardian to sign a health commitment statement before they can use the Fitness Suite at either Leisure Centre.
- 3.3. Customers must be 11 years or over to use the centre's fitness suite's. Members aged between 11 years and 15 years of age are permitted to use the fitness suite between Monday-Friday 3pm-6pm only, or at advertised sessions.

4. Data Protection

- 4.1. Please note that your personal details supplied when making a booking will be held and/or computerised by Castle point borough Council for the purposes of processing your bookings of activities and payment of these activities. Some personal details will be disclosed to banks and other financial institutions in order to process the payment. Your personal details will be retained securely and will not be divulged to any other individuals or organisations for any other purposes.
- 4.2. CPBC collects information on its Leisure Centre customers through their Leisure Activity Card application. The details are kept on file by CPBC in electronic format and encrypted where appropriate.
- 4.3. Member details may be used for 'promotional purposes' to keep customers informed about changes to existing and new activities, courses, events and services that might be of interest. If you wish to receive information for 'promotional purposes', please tick the 'opt in' tickbox when filling in the relevant section on the relevant exclusion section upon applying for Leisure Activity Card or by informing the leisure centres reception.

Castle Point Leisure Leisure Activity Pass Terms and Conditions

- 4.4. Leisure Activity Card holders must provide a valid email address to access the online booking system.
- 4.5. Details on the system are not disclosed to third parties outside of services operated by CPBC.
- 4.6. Non-members using an activity card will be held on our system for 18 months.
- 4.7. Full details of Castle Point Borough Council's Leisure Services Privacy Policy can be found on the following link: www.castlepoint.gov.uk/info-governance.