

How to cancel or amend your membership

How can I end my membership?

If you're paying your fees monthly by Direct Debit you are entitled to cancel your payment at the end of the initial period stated in your agreement, by informing your bank that you wish to cancel your Direct Debit mandate. It is **your** responsibility to cancel any Direct Debit at your bank. Cancellations should be confirmed in writing to leisuremembership@s-norfolk.gov.uk.

How can I change a linked or joint membership?

If you have a joint membership and wish to end one of the memberships please put this request in writing to leisuremembership@s-norfolk.gov.uk – please state which membership you wish to end and which you wish to continue – please note that changes must be received at least 10 working days before the end of the month.

How can I change the type of membership I hold?

If you wish to change your membership category (for instance changing from a single centre membership to an all centre membership) – please send your request to leisuremembership@s-norfolk.gov.uk – please allow at least 10 working days before the end of the month to ensure we are able to adjust your Direct Debit before the next collection date.

All requests for cancellations or changes sent to leisuremembership@s-norfolk.gov.uk will be responded to within 7 days.

If you require any other assistance with your membership please speak to reception who will be happy to advise you or email leisuremembership@s-norfolk.gov.uk