1. Membership includes the right to use the facilities in accordance with the membership type, subject to the rules of each centre. Please ensure that you bring your membership card with you on every visit to the centre. Admission to facilities may be denied without production of a valid membership. When you join, you agree that a photo of you will be taken for our records, which will appear on our computer screens whenever your membership card is swiped. A charge will be made for a replacement card.

2. Before using any exercise equipment at any centre, you must complete a pre-exercise readiness questionnaire. A new questionnaire must also be completed if a new medical condition arises, or an existing one alters. Please contact reception if you wish to check that your details are up to date.

3. If you do not attend any Leisure Centre having purchased a membership (or taken advantage of any special promotion) you will not be entitled to a refund of any fees paid unless exception circumstances apply. Any refund will be at the discretion of the Head of Health and Leisure Services.

4. Class Attendance and booking: Classes can be booked 7 days in advance (14 days for members). Classes will only run with a minimum of 4 attendees. Suitable clothing and non-marking footwear must be worn for all studio and hall based classes. If you arrive more than 5 minutes after the stated start of a class you may be refused admission. A minimum of 2 hours’ notice of cancellation is required for all class bookings. If you cancel a class booking with less than 2 hours’ notice or do not attend a class you have booked you will forfeit your fee and members with classes included in their membership will occur a charge equal to a non-member class fee. The charge will be applied to your account and any member who has arrears relating to a class cancellation or no-show charge will be unable to attend further classes until these arrears have been paid. Should you wish to appeal a cancellation charge please email leisuremembership@s-norfolk.gov.uk stating the class date and reason for appeal. Appeals will be processed within 7 days of receipt during which time access to the facilities will not be denied.

5. Personal possessions: our liability to compensate you (in the case of loss, damage or theft) of any items of clothing or other possessions which you bring to the centre is limited to situations where the loss, damage or theft was due to a negligent act or omission by us.

6. All gym users will be offered an induction to ensure they can use the equipment safely.

7. Use of equipment: You must use all equipment and facilities in a proper manner and must give safe regard to your own health and safety and to that of others.

8. In the event of pregnancy or major illness your membership may be frozen. A letter of confirmation will be required from your GP. In other circumstances Fitness memberships may be frozen for a maximum period of two months and a nominal fee will be payable during this period. Swim school memberships which are used to secure a space on a course may not be frozen without the space being made available to other pupils.

9. If your payment of the monthly fee lapses during the initial period stated in your agreement the full monthly fees for the remainder of the initial period must be paid. For example, if your membership is for 6 months and payments lapse after one month, the remaining five months fees must be paid.

10. 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. It is your responsibility to cancel any Direct Debit at your bank. Cancellations should be confirmed in writing to leisuremembership@s-norfolk.gov.uk

11. After the initial period stated in your agreement you may terminate this agreement by giving one calendar months’ notice in writing to leisuremembership@s-norfolk.gov.uk

12. The centre may increase the monthly fees and you would be notified by email or by prominent display on the premises.

13. We reserve the right to pre-book and use any fitness suite for special bookings but this will be displayed in the premises least 10 days in notice of any closure or restricted use of the gym.

14. As a member, you agree to comply with the terms of the membership relating to opening hours, use of facilities and your conduct. These can be found on South Norfolk website.

15. We may make reasonable changes to these terms and conditions at any time if we give you notice of any proposed changes

16. We agree that we will use any personal data you give us only in accordance with the Data Protection Act 1998.

17. Minimum age of gym membership is 13 years’ old