




## Membership Terms and Conditions Moray Council (MC) & Moray Leisure Ltd. (MLL)

1. The cardholder must report to reception and show their card on every visit prior to participating in any activity otherwise the full price may be charged.
2. Cards are not transferable and any use other than by the cardholder will result in immediate cancellation of the card with no refund.
3. The 'primary' applicant for membership is solely responsible for his/her payment and any family members linked to the application. In the event of non-payment all linked cards will be cancelled.
4. Cardholders from school age upwards are required to allow a facial photographic record to be stored with membership details.
5. A family is up to 2 adults (aged over 18) and any number of children (under 18) all living at the same address, proof of address may be requested at any time throughout your membership. Memberships may be cancelled if individuals are not living at the same address as stated.
6. MC & MLL reserve the right to refuse any application.
7. MC & MLL reserves the right to add/remove activities from the programme at any time.
8. MC & MLL reserves the right to charge additional fees for selected activities/classes. Additional charges will be clearly indicated at point of purchase.
9. MC & MLL reserves the right to review prices at any time. Members will be given 14 days' notice of any proposed change.
10. If you wish to cancel your membership then please complete a 'Cancellation Form' available at any of our facilities or e-mail [sportandleisure@moray.gov.uk](mailto:sportandleisure@moray.gov.uk) with your details. We cannot accept telephone cancellations or verbally at our reception desks.

A notice period of 28 days is required for cancellation of your Fit-Life? Membership.

1. Your membership will be valid up to the 9th of the following month and you will be liable for payment to this date.
  2. It is your responsibility to cancel your Direct Debit with your Bank but please do not do that until your last payment has been collected. If your Direct Debit has been cancelled before collection of the fee you will be asked to pay this at the facility Reception desk.
11. Please let us know if you lose or damage your card. We will arrange a new one for you at cost to the member.
  12. Facilities may on occasion be closed for repair and maintenance work, or in the event of unforeseen circumstances. However, if your nominated facility is closed for more than 2 weeks, credit will be given for every additional full week closed beyond the first two weeks.
  13. The  card remains the property of MC & MLL.
  14. On occasions activities are delivered by a third party which are not covered by the  and these will incur a cost.
  15. The two payment methods for  are:
    1. Single annual payment by cash, cheque, credit, or debit card.
    2. By monthly direct debit – with a minimum of one month after the first initial payment.
  16. MC & MLL Ltd reserve the right to review the terms and conditions at any point and to make reasonable changes.