Vision Redbridge Culture & Leisure Membership
Terms & Conditions

1. THE CENTRE

The Centre is managed by Vision Redbridge Culture & Leisure Ltd (Vision RCL). Registered Head Office: Central Library Clements Road, Ilford IG1 1EA

2. ACCEPTANCE OF MEMBERSHIP

2.1 The decision to accept the application of a potential member shall be at the sole discretion of the Centre. The Centre reserves the right to verify, or require proof of all information given in order to obtain membership and any fraudulent or wrongful information given in order to obtain such membership could result in the cancellation of all membership rights and lead to the repayment of all monies due to the Centre. If the membership application is accepted by the Centre, membership of the Centre by the applicant shall commence as stated on the agreement.

2.2 Upon acceptance of the member by the Centre, a membership card shall be issued by the Centre. The membership card remains the property of the Centre and entitles the holder to all the rights and privileges exercisable by the category of membership of the holder.

2.3 The acceptance of an application for membership of the Centre shall constitute a legally binding agreement between the member and the Centre.

2.4 Membership cards must be shown at reception or swiped for entry to gain membership rights every time a visit is made to the Centre. Membership cards may only be used by the registered member and any fraudulent use of the membership card by the member could result in cancellation of the membership with no refund being made by the Centre.

2.5 Lost cards are replaced at a cost of £5.00

2.6 The member agrees to abide by the rules and request of the etiquette and safety notices.

3. LIMITATION OF LIABILITY

The member acknowledges that the Centre’s obligations and liabilities in respect of the Centre are defined in this agreement and/or within the Regulations Applicable to all users.

3.1 The member is responsible for the consequences of any use of any of the facilities of the Centre. The Centre will not be liable for any indirect or consequential loss, damage, costs, expenses, theft or damage to property, whether arising under contract, or otherwise.
3.2 Vision RCL reserve the right to cancel any activity at any time. No refunds will be offered in any circumstances.

4. PHYSICAL HEALTH OF MEMBER

4.1 The member warrants and also represents that he/she is in good health and is not knowingly incapable of engaging in either active or passive exercise. The member further warrants that such exercise would not be detrimental to their health, safety, comfort, well-being or physical condition.

4.2 Before using the Centre, the member must watch the online induction videos. These can be found online at https://www.youtube.com/playlist?list=PLhlaOW7sdSDaBD-0vh-SFayMEPPAOcrN and also on the free Vision RCL app.

4.3 Should the member’s health or fitness alter during their membership period, it is their responsibility to inform the Centre.

4.4 The member must use all equipment and facilities in a proper manner and give safe regard to their own health and safety and to that of others. There is a maximum of 20 minutes per piece of equipment at all times.

4.5 All equipment is used at the members own risk.

5. MEMBERSHIP

5.1 The categories of membership are Vision Adult, Vision UK, Vision 60+, Vision Youth and Exercise on Referral, all categories of membership shall be subject to these Terms and Conditions of Membership which are in force at the time.

5.2 Partner membership shall be available. Partner memberships are available on condition that payment is made from one bank account jointly.

5.3 Corporate membership is available for those individuals employed by one of the companies listed with Vision RCL; for further information please ask at the Centre.

5.4 Other categories of membership shall be stipulated by the Centre from time to time.

5.5 If a Member wishes to freeze a membership due to medical reasons they are able to do so by providing supporting medical evidence and emailing membership@vision-rcl.org.uk. The membership will then be frozen for the length of time advised in the evidence. If the Member wishes to freeze for any other reason they will be required to email membership@vision-rcl.org.uk to arrange the suspension, a £10 freezing fee per month will be applied.
6. MEMBERSHIP CHARGES & PAYMENT OPTIONS

6.1 All members are liable to pay all annual or monthly membership fees irrespective of actual usage of the Centrefacilities.

6.2 Members may elect to pay their membership fees in monthly installments (Direct Debit) or in full.

6.3 The Centre reserves the right to increase Membership fees on a yearly basis. If paying by Direct Debit, the contract is for a minimum of six (6) months (the period). Following the first period, Debit Finance Collections Plc will continue to take monthly Direct Debit installments unless written notice is received by email on membership@vision-rcl.org.uk at least One (1) calendar months prior to proposed termination date.

6.4 If a mistake has been made in payment of your membership by VisionRCL, compensation for a maximum of 2 months membership fee will be provided.

7. EARLY TERMINATION / MEMBERSHIP FREEZING

7.1 The following reasons may be acceptable to the Centre for early termination subject to formal agreement.
   - Illness: with letter from GP or referring Doctor
   - Relocation: proof of new address required
   - Bankruptcy
   - Imprisonment

8. EXPULSION OF MEMBERS OR TERMINATION OF MEMBERSHIP BY THE CENTRE

8.1 The Centre may suspend members or may terminate the membership of any member:

8.1.1 without notice and with immediate effect if the member’s conduct, whether or not such conduct is the subject of a complaint by another member or group of members, is such that in the reasonable opinion of the Centre, it may be injurious to the character, name or interests of the Centre or is such that it renders the member unfit to associate with other members of the Centre.

8.1.2 By notice in writing if any part of the annual membership fee or monthly membership charge which is due and payable remains unpaid thirty days after the due date for payment.

8.2 A member whose membership is terminated by the Centre, shall forfeit all privileges of membership with immediate effect without an entitlement to any claim for any refund of their annual or monthly membership fee.
9. CENTRE FACILITIES

9.1 Certain categories of membership do not include all of the Centre’s services and facilities. Services and facilities not so included may be provided at an additional charge at the Centre’s discretion.

9.2 Members who fail to attend pre-booked activities may be charged the full standard fee for the activity in question.

9.3 The Centre reserves the right to make reasonable alterations to the type of facilities provided without notice and the Centre shall not be liable for any inconvenience caused by building works and for the provision of essential maintenance services that occur for 14 days or less, due to matters beyond our control or improvement works.

9.4 Group Exercise classes have a minimum age of 16 years, there are specially designed sessions for those under the age of 16 years.

9.5 The Spa at Fullwell Cross Leisure Centre has a minimum age of 16 years for users.

9.6 The member must give 24 hours notice to cancel a studio class or may be charged for the class not attended.

9.7 All booking times for any activities must be adhered to. If the Member is late to any activity they may be refused entry on health and safety grounds. The Member must check in for the class no later than 10 minutes prior to the activity starting or may be removed from the class.

9.8 Members can book fitness classes up to 14 days in advance.

10. HOURS OF OPENING

10.1 Information in relation to the Centre’s normal hours of operation and the opening hours of the facilities are available from the Centre upon request. Such hours may be lengthened or shortened at the absolute discretion of the Centre with or without any prior notice being given to members. The Centre shall endeavor to give members reasonable notice of change to such hours.