

Vision Redbridge Culture and Leisure Membership Terms and Conditions



When joining Vision RCL leisure facilities as a member you agree to the following terms and conditions of membership:

1. You must produce valid proof of membership on each occasion you visit a facility and if you do not present valid proof, you will be refused entry.
 2. Your membership is not valid unless you have your photograph recorded on our system- this is to prevent fraud and misuse.
 3. When becoming a member you will be issued with a membership number - You can use this membership number on the Vision APP or request a physical membership card to access facilities and activities.
 4. Your membership is non-transferable, and you must not allow anyone else to use your membership card or membership number. If you allow your membership to be used by another person your membership will be cancelled without any refund of fees.
 5. The acceptance of an application for membership with Vision RCL shall constitute a legally binding agreement between the member and the facility.
 6. The categories of membership are; categories are; Premier Membership, Lifestyles Membership, Vision Passport Membership, Swim Only Membership, Vision Corporate Membership, Exercise on Referral Membership, Vision Partner Membership and Vision Staff Membership. All categories of membership shall be subject to these terms and conditions of membership at all times.
 7. Partner membership is available where payment is taken from one bank account for both memberships. Corporate membership is available for those individuals employed by one of the companies listed with Vision RCL.
 8. **Vision RCL provide the option to pay annually in advance or monthly by Direct Debit. If paying by Direct Debit the contract is for a minimum of Six (6) months. Following this period Debit Finance Collections will continue to take monthly Direct Debit instalments unless written notice is received by email to membership@vision-rcl.org.uk providing at least One (1) calendar months' notice prior to proposed termination date.**
 9. Should you lose your membership card please inform reception who will issue a replacement card and a fee of £5 will be charged
 10. You may freeze your membership for medical reasons and this request shall be put in writing to membership@vision-rcl.org.uk with reasonable evidence provided. If you require to freeze your membership for any other reason this shall be put into writing to membership@vision-rcl.org.uk and a £10 freezing fee per month will be applied. Memberships can be frozen for a maximum of 6 months and then will be re-activated.
 11. You may ONLY cancel a contracted membership if Exceptional Circumstances apply and must be in writing to membership@vision-rcl.org.uk providing one months' notice and evidence setting out the exceptional circumstances. Your request will be considered by Senior Management and may not be accepted. Exceptional circumstances for early termination are; Illness, Relocation, Bankruptcy, imprisonment.
 12. If your cancellation, due to exceptional circumstances is accepted you will be charged a cancellation fee of £15.
 13. If you wish to change your membership category at least 14 days notice must be given to make this change.
 14. All activities should be booked in advance online via our website www.visionrcl.org.uk or APP – Vision RCL. Depending on your membership type some activities will be included and free of charge and some will be chargeable.
 15. All bookings must be made in the name of the specified member and cannot be transferred between customers. You must always register your attendance by scanning your membership card at reception or by signing in with a receptionist. If you make a booking and do not cancel within the Group Exercise Or Spa programme's time period or fail to sign in, a dishonour charge will be added to your account.
- You can cancel your booking via the APP or via a leisure facility reception
15. Your use of Vision RCL facilities is subject to your adherence to all facility rules and any rules pertaining to that facility or activity.
 16. Any Member who fails to attend a session booked in advance may be charged the full standard fee for the activity in question. See Cancellation policy at www.visionrcl.org.uk for more information.
 17. All booking times for any activity must be adhered to. If a member is late to any activity they may be refused on health and safety grounds. For studio classes you must check in no later than 5 minutes prior to the start of the class.
 18. Facility programmes may vary from day to day and at various times and some activities may have restrictions in place e.g. women's only sessions. You understand that this may restrict your use from time to time and that no refund or extension to your membership will be made.
 19. Some facilities may have reduced opening hours or days of closure during bank holidays. These changes do not permit a refund or reduction in fee.
 20. You may wish to upgrade your membership type to include additional facilities or activities where applicable. The upgrade fee would be required to be paid at the time of the upgrade and would be a pro-rata amount of the upgrade membership type for the remainder of your annual membership period.
 21. You must wear the correct suitable attire for the activity you are partaking in.
 22. You are not permitted to enter the facilities or partake in activities under the influence of alcohol or illegal drugs. You are not permitted to smoke, vape or use e-cigarettes anywhere on the premises or the immediate vicinity.
 23. Our managers have the right to refuse admission or ask you or a member of your party to leave the premises at their discretion. Such action may be taken if you or a member of your party fails to observe any of the facility rules and conditions of use where appropriate in the opinion of our manager. This includes rude behaviour and threats of verbal or physical abuse.
 24. If Vision put into place a banning order your membership will be terminated with immediate effect, and you will not receive a refund of any fees paid in relation to your membership.
 25. Where reasonably possible Vision will give 14 days' notice of any activities, facilities or equipment that can not be used. We will not refund any fees because of unavailability of the above and we recommend as your membership provides use of a number of facilities to select an alternative if required.
 26. We request that you view Vision's gym induction video on the APP or website prior to using a gym facility.
 27. You should never exercise beyond your means and if you have any medical conditions that may affect your safety to exercise you should seek advice from your doctor before partaking in an activity.
 28. Should a member's health or fitness alter during their membership period, it is their responsibility to inform their facility.
 29. You should ensure your membership details are kept up to date and any changes should be emailed to: membership@vision-rcl.org.uk
 30. For information on how Vision collects and uses your personal data please refer to Vision's privacy notice on our website: www.visionrcl.org.uk/privacy-policy
 31. These terms and conditions may be reviewed and altered at any time and any changes will be informed to members either via the APP, website, or email.