

VISION MEMBERSHIP TERMS & CONDITIONS



ACCESSING THE CENTRE:

- You must show valid proof of membership every time you visit a facility. If you fail to do so, you will be denied entry.
- Your membership is only valid if you have your photo recorded on our system. This is to prevent fraud and misuse.
- The Vision RCL App is your membership card. You may scan the QR code on the entry barriers on each visit to access the site.
- Your membership is non-transferable, and you must not let anyone else use your card or membership number. If you do, your membership will be cancelled without any refund.
- The acceptance of an application for membership with Vision RCL shall constitute a legally binding agreement between the member and the facility.
- The membership categories are: Premier, Lifestyle, Swim Only and Passport. All memberships are subject to these terms and conditions. Exercise on Referral memberships are the equivalent of the 'Lifestyle' category of membership.
- Partner membership is available for two people who pay from the same bank account. Corporate membership is available for employees of the companies listed with Vision RCL.
- All activities should be booked in advance online via our website www.visionrcl.org.uk or APP – Vision RCL. Some activities may be free, and some may be chargeable, depending on your membership type.
- All bookings must be made in your name and cannot be transferred to others. You must always register your attendance by scanning your digital membership card at a check in point, with our group exercise instructors or at reception. If you book an activity and do not cancel within 3 hours or sign in, you will have a dishonour charge of £5 added to your account. You can cancel your booking via the website, APP, or via a leisure facility reception.
- You must follow the times for any activity you book. If you are late, you may be refused entry for health and safety reasons. For studio classes, you must check in at least 5 minutes before the class starts.
- Facility programmes may change from day to day and at different times. Some activities may have restrictions, e.g. women-only sessions. You understand that this may limit your access sometimes and that no refund or extension will be given.
- Some facilities may have reduced hours or days of closure during bank holidays. These changes do not allow a refund or reduction in fee.
- You may want to upgrade your membership to include more facilities or activities. When you upgrade, you will pay the pro-rata amount for the remainder of your payment term.
- You must wear suitable clothing for the activity you are doing.
- You are not allowed to enter the facilities or do any activities under the influence of alcohol or illegal drugs. You are not allowed to smoke, vape or use e-cigarettes anywhere on the premises or nearby.
- Our managers have the right to refuse entry or ask you or anyone in your group to leave the premises. They may do this if you or anyone in your group breaks any of the facility rules or conditions of use. This includes rude behaviour and threats of verbal or physical abuse.
- If you are banned from Vision facilities for any reason as per Vision's banning policy your membership will end immediately, and you will not get a refund of any fees you paid.
- If possible, Vision will give 14 days' notice of any activities, facilities or equipment that are not available. We will not refund any fees because of this, and we suggest that you use another facility if you need to.

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- We ask that you watch Vision's gym induction video on the APP or website before using a gym facility to understand how to use gym equipment.
- You should not exercise beyond your limits and if you have any medical conditions that may affect your safety, you should get advice from your doctor before doing any activity.
- If your health or fitness changes during your membership, it is your responsibility to tell your facility.
- You should keep your membership and personal details up to date. You can edit your account details via the Vision Website, App, or at your local leisure facility.
- For information on how Vision collects and uses your personal data, please see Vision's privacy notice on our website: www.visionrcl.org.uk/privacy.
- These terms and conditions may change at any time, and we will inform you of any changes via the APP, website or email.
- You may freeze your membership for medical reasons. You must email support@visionrcl.org.uk with proof of your medical condition. If you want to freeze your membership for any other reason, you must complete the request form on the Vision Website or App. You will pay a £10 fee per month for the duration of your freeze. You can freeze your membership for up to 6 months and then it will restart. During this time, you may continue to use the Vision on Demand workouts on the Vision App. If you wish to end your freeze early, you can do this by completing the online form or by visiting your local leisure facility.
- You may only cancel a contracted membership if exceptional circumstances apply. You must email support@visionrcl.org.uk with one month's notice and evidence of the exceptional circumstances. Senior management will consider your request and may not accept it. Exceptional circumstances for early cancellation are: illness, relocation, bankruptcy, imprisonment.

REFUNDS AND CANCELLATIONS:

- We ask that you watch Vision's gym induction video on the APP or website before using a gym facility to understand how to use gym equipment.
- Vision RCL offers the option to pay yearly in advance or monthly by Direct Debit. If you pay by Direct Debit, the contract is for a minimum of six (6) months. After this period, Vision RCL will keep taking monthly Direct Debit payments unless you notify us of your wish to cancel via our Website, App or by emailing us at support@visionrcl.org.uk with at least one (1) calendar months' notice before the date you want to end your membership.