

Swim Membership Terms and Conditions

Your Swim Membership will be with Waterside Community Trust, hereinafter referred to as WCT for the sole use of Waterside Pool.

Membership cards must be shown on every visit, members unable to show a valid membership card will be asked to pay the standard activity price.

The Swim Membership cannot be transferred and should not be knowingly used by anyone but the holder.

The Swim Membership provides 'unlimited usage' to all public sessions plus all water based classes titled on the pool programme as Aquafit classes, organised and run by Waterside Pool team.

'Unlimited usage' entitles a cardholder to one session of an activity at any one time. Cardholders who have not booked (see booking activities point 3) but wish to continue a session are required to report back to reception where, if a session is available, the cardholder may continue with another activity session.

Public swimming sessions are indicated as such on the current pool programme. Where the eligibility criterion is met, entry is also accepted to specific sessions; examples include adults' only sessions.

Swimming lessons and courses are not a part of the Swim Membership option.

'Unlimited usage' is subject to space being available.

1. Swim Membership options purchased by cash or cheque, debit and credit cards.

- Swim Membership is valid from the day of purchase for the agreed period.
- Renewal of any monthly or annual Swim Membership is at your discretion and is not automatic.
- No part refund will be given on a monthly, six monthly or annual Swim Membership that is part used.

2. Swim Membership options purchased by Standing order

- Standing orders forms are available on our website (rydepool.co.uk) or at Waterside Pool, for you to take to your bank or setup online. The standing order form is pre-populated with WCT account details and pre-set payment date of the first of the month, to cover membership for the whole of that month. The standing order is preceded by the relevant advanced interim payment.
- An interim payment will be payable in advance, this will be from the day of joining to the day before standing order payment is due, the amount being determined by the option chosen.

- If you fail to setup your standing order payment within the interim payment period as described, your membership will automatically expire at the end of your interim payment period.
- Unless requested acknowledgements are not issued.
- If you wish to cancel your standing order you must notify the Waterside Pool team in writing/email –contact details Waterside Pool, Esplanade, Ryde, Isle of Wight. PO331JA or email enquiries@rydepool.co.uk. If written notice is not received by the WCT, the full monthly payment will be due.
- If you wish to cancel your Swim Membership you are not entitled to a part month refund.
- If your instruction is cancelled after an interim payment has been made, your membership will continue to the end of the interim period you have paid for.
- Waterside Pool team reserves the right to recover payment for facilities you have used after an interim payment period.
- If you decide to cancel your Standing order membership and wish to rejoin within a six-month period an administration fee may be charged.

3. Booking activities

Swim Membership cardholders are still required, where applicable, to book activities to guarantee access.

Bookable facilities are available to be booked seven days in advance for all categories of cardholder. Bookings are taken at the facility during advertised reception opening hours.

Bookings can be made in person, or by telephone,

On arrival Swim Membership card must be swiped at reception to confirm your booking.

A minimum of 24 hours notice for cancellations is required; a minimum charge will be made if this is not given. For example, a booking for Thursday at 7pm must be cancelled before 7pm on the preceding Wednesday.

If you regularly fail to turn up for sessions, which you have booked, we may reserve the right to cancel your booking facilities.

Bookings are limited to a maximum of two consecutive sessions of any activity.

4. Lost or stolen membership cards

You are responsible for reporting loss, theft or damage of the Swim Membership Card; this must be notified to Waterside Pool team immediately on discovery.

In the case of loss or damage to the Swim Membership Card, the holder must apply for a replacement for which a charge of £5 may be made.

5. Fees and charges

WCT reserve the right to review fees and charges at any time.

WCT will give a minimum of 28 days notice of a review of fees and charges.

6. Termination of membership

WCT reserves the right to terminate your membership for any reason we deem reasonable.

WCT may terminate your membership for various reasons, for example:-

- a. If you commit a serious or repeated breach of this agreement or WCT terms and conditions of membership and the breach, if capable of remedy, is not remedied within seven days of notification.
- b. If any part of your membership fee remains unpaid 14 days after its due date for payment.
- c. If you provide us with details which you know to be false when applying for membership and the false declaration would have reasonably affected our decision to grant you membership or to grant any concessionary price.

WCT reserve the right to retain a proportion of or all of the money you paid to us under this agreement, to cover any reasonable costs we have incurred as a result. In the case of a membership being terminated due to misuse use no refund will be due.

7. Data Protection Act 1998

Please note that all information provided will be held on the Waterside Pool team secure computer system, which is owned and run by WCT. This information will only be used in connection with the administration of the Swim Membership scheme and any promotional activity relating specifically to the Swim Membership scheme.

Access to your personal information is restricted to the Waterside Pool team who require such access in order to carry out their duties. We will not provide any of your personal information to other companies or individuals without your permission. If you have any queries or wish to update your details, please either telephone on 01983 563656 or put in writing your changes to Waterside Pool team, Waterside Pool, Esplanade, Ryde, Isle of Wight. PO331JA or email enquiries@rydepool.co.uk

8. Temporary suspension of service or closure

Where available, WCT will endeavor to give reasonable notice when closing any facility.

In the event of an emergency or for operational reasons WCT reserve any right to close any facility at short notice without refund.

If any facility has to be closed for major maintenance exceeding a seven-day period no refunds will be offered. However the Swim Membership may be extended for the corresponding period of time.

9. Changes to Terms and Conditions

WCT reserve the right to make changes to the booking procedure.

WCT reserve the right to amend the Swim Membership Conditions of Use at any time; any amendments will be published at the leisure centre.

Members who do not wish to accept a change may cancel their membership by giving 28 days written notice.

As a customer of WCT all relevant Conditions of Use will apply.